November 2017





A Joint Publication of the Laguna Woods Village Corporations -

In This Edition...

This month in GRF, it's pumpkin spice season! Plus, a GRF Meeting wrap-up, the annual mailing, and more on pages 2-6

Third talks leasing, lights, landscaping and parking, plus Garden Villa News on pages 7-15.

United communicates every way except through a can with a string, meet United Secretary Maggie Blackwell, and more on pages 15-23.

At the Towers, President Ryna Rothberg recognized, meet Towers Treasurer Alfred Amado, and lunch is served on pages 24-25

Share the Breeze

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Introducing: What's Next?

Stay in the know on upcoming Board actions, committee meetings, and more. Check out "What's Next" in the GRF, Third, and United sections of the Breeze!



Archers take aim during the annual Village Games. Congrats to all medalists! Photo courtesy the Laguna Woods Camera Club.





Pumpkin and Spice with Everything Nice

Thanksgiving Holiday Hours

Village Management Services will be honoring the Thanksgiving holiday on November 23 and 24. The administrative offices and many facilities will be closed, with others having limited hours. Please <u>click here</u>for hours of operation.



The Turkey Express

Remember to make arrangements for transportation by calling Plan-A-Ride at 949-268-2590 by noon the day before or 3 p.m. the same day. Follow the prompts on the voicemail with the requested information and you will receive a confirmation by 3 p.m. the day before your scheduled trip. If you forget, don't fret! Just call Transportation at 949-597-4659 to schedule a same-day ride for the first available bus.

Enjoy a Quiet Holiday

If you are remodeling your home, please let your contractors know they will not be permitted to work in the community on November 23 and 24. Normal work may resume Saturday, November 25.

GRF Wrap-Up

The Golden Rain Foundation Board of Directors held their Regular Monthly Board Meeting on Tuesday, November 7. The Board voted on a number of issues affecting the community. Below are some highlights:

Golf Fees



The Board voted to introduce a resolution increasing Golf Fees for all residents (members and non-members) from \$11 to \$16 for 18 holes on the 27-hole course, and from \$6 to \$8 for 9 holes. Fees for the Par 3 course will increase from \$8 to \$10; 9 holes will increase from \$4 to \$6. The resolution will go before the Board for a final vote in January 2018, to



satisfy the 30-day notification requirement.

Members-First Policy

The Board introduced a resolution to amend the proposed Members-First Policy, which prioritizes members over nonmembers on waiting lists for amenities with limited space, including the equestrian center stalls, garden center plots and RV lot spaces. The resolution will go before the Board for a final vote in January 2018, to satisfy the 30-day notification requirement.

Room Rental Fees

The Board voted unanimously to increase the cost to rent a room for meetings and events, raising the rate from 10 percent to 18 percent of the calculated hourly cost. The new fees will go into effect in January. See the 2018 room rental fees sheet here.



Photo by Mark Rabinowitch

Transfer fee

The Board approved an increase in the transfer fee

on resales from \$2,500 to \$5,000. The \$5,000 will be collected on homes that sell for \$75,000 or higher and will stay at \$2,500 for homes that sell for less than \$75,000. The new transfer fee will go into effect in January 2018. However, if escrow is opened before December 31, 2017, and is closed by March 31, 2018, the transfer fee will stay at \$2,500. The Board may require a copy of the purchase agreement and/or evidence of the earnest money deposit to ensure the escrow was active prior to the end of this year.

Check Your Mail: The Laguna Woods Village Annual Mailing is on Its Way

Look for your budget packet in the mail at the end of this month!

Every year, Laguna Woods Village is required, under California Civil Code, to mail to its members an Annual Budget Report, an Annual Policy Statement and other disclosures. At the Village, this undertaking is referred to as the Annual Mailing.

The first thing owners will see in the packet is an assessment letter specific to the unit, showing how much you will pay each month in 2018. If you are already signed up for EZ Pay where the assessment is automatically deducted from your bank account, the new assessment amount will change automatically in January. The form to sign up for EZ pay is available on the website under financial services by <u>clicking here</u> or by calling the Community Center at 949-597-4221. If you still pay by check,



new coupon books will be mailed at the end of December.

Also included in the annual mailing:

- A Pro Forma Budget
- A Reserve Summary
- A Reserve Funding Plan
- Major Component Repairs
- Anticipated Special Assessments (spoiler alert—there are none!)
- Outstanding Loans
- Insurance Summary
- And more!



Check out California Civil Code §4040 for more information about the annual mailing requirements.

In addition to the disclosures required by law, there are other documents in the annual mailing worth a read. Included in the packet on new rules are procedures, and the Chief's Quarterly publication on safety.

Facility Upgrades are a Hit!



The Golden Rain Foundation completed several large capital projects in 2017, including the opening of the new Community Center Fitness Center, the Clubhouse 5 Fitness Center, the Clubhouse 2 remodel, and the Board Room remodel.

Participation at the Community Center Fitness Center is much higher than it was at the previous center on the third floor. Users like the ease of access - no elevator, state-of-the-art equipment and big-screen televisions throughout.

The newly remodeled Sequoia Ballroom at Clubhouse 2 is one of the most reserved rooms in the Village, because of its gorgeous interior, upgraded bar facilities, beautiful lounge area, and more.



Clubhouse 2 by Mark Rabinowitch



GRF Wants Your Pictures of Holidays in the Village!

Holiday season is upon us, and there are as many ways to celebrate as there are residents in Laguna Woods Village! GRF wants to know how you spread and receive joy this season. If you take a great picture at a holiday festivity—at home, at a Clubhouse, or even out and about—share it with us by uploading it here. The Media and Communication Committee will choose the best submission at its Monday, February 19 meeting,



and the winner will receive a \$100 Target Gift Card, happy snapping!

Performing Arts Center Renovation Update

By Committee Chair Judith Troutman

The GRF Performing Arts Center (PAC) Renovation ad hoc committee met last on September 18.

SVA had compiled the information received from the user group workshops back in July and presented the first draft of a design development plan. These changes will make the building more efficient and functional for all who use it by zeroing in on the changes that would most benefit the community as a whole. One thing everyone agreed upon was that the PAC should function primarily as a theater and performing arts building. The following is an overview of the upgrades recommended by SVA and the PAC committee.

- New HVAC throughout the building
- Structural repair to minor dry rot and termite damaged areas
- Stage extension, lighting/rigging and safety upgrades
- ADA upgrades with potential elevator
- New seats and ramp in the theater with naming rights to the seats
- Dining Room 1 converted to small theater/lecture hall with 99 seats and tech booth
- Dining Room 2 upgraded to meeting/rehearsal room with catering kitchen
- Redesign restrooms
- Northeast rehearsal room will be shared as a green room
- Make extra space on the second floor a usable space
- Move box office to the front of the building and re-purpose the office area
- New fireproof curtains in theater
- Extra prop and seat storage



Approximately \$1.7 M has already been set aside in the 2017 budget for structural/safety upgrades. Since the building was tested as structurally sound, part of these funds will go toward some of the functional and aesthetic upgrades. In 2018, during the 2019 budget process, further funds will be considered. It is anticipated that the final design development plan will be completed by the end of 2017.

Next GRF M&C meeting will be January 10, 2018 at 9 a.m. The next PAC ad hoc committee meeting is to be determined. Check the Teamup Calendar by <u>clicking here</u>.

GRF Welcomes Incumbent and New Directors, Officers

On Wednesday, November 8, the Corporate Members of the Golden Rain Foundation elected four members to serve on the Golden Rain Foundation for terms ending in 2020. Congratulations to incumbent JoAnn diLorenzo, and new GRF Directors James Juhan, James Matson and Annette Sabol Soule.

Following the election, the GRF Board held their Annual meeting and elected Tom Sirkel as President, Beth Perak as First Vice President, Ray Gros as Second Vice President, Joan Milliman as Secretary, and Diane Phelps as Treasurer.



Outgoing GRF President John Parker is presented a commendation by current GRF President Tom Sirkel.

A big thank you to retiring Directors John Parker, Kathryn Freshley, and John Beckett, who were honored at luncheon following the Annual Corporate Members meeting. Congratulations to all!

What's Next?

GRF Board Meeting December 5, 2017

- Approve "Members First" Policy
- Approve Amended Recreation Policy
- Award Pickleball Contract
- Adopt Contract Work Pass and Fee



Upcoming Committee Meetings: Mobility and Vehicles (12/4 at 1:30 p.m.), GRF Board Meeting (12/5 at 9:30 a.m.), Media and Communications (12/18 at 1:30 p.m.), Finance (12/20 at 1:30), and Security and Community Access (12/21 at 1:30 p.m.).



GRF Projects: November 2017

Roof Replacement Program

The Laguna Woods History Center Roof is being replaced.

Community Center Automatic Doors

Automatic doors have been installed at the front and rear entrances.

Operated by a push bar, the door opens automatically. The new doors will reduce energy consumption at the Community Center by utilizing an "air curtain" to keep cold air out and warm air in (and vice versa in the summer).



For the comprehensive GRF Capital Project Log, Click Here



Hot Flashes

By Third Secretary Burt Baum

Ho, Ho, Ho-We know it's a little early, but we wanted to be the first to extend our best wishes for a

bright and enjoyable holiday season to all Third Mutual residents (that means you, too, renters). The Board is filling its bag with all sorts of goodies to make your life more pleasant and worry free now and for the coming years. Here are brief descriptions of some of the things in that bag. (See articles that follow for more details).

Leasing—Our new policy has caused some confusion and unnecessary concerns so we decided to make some changes and drop the requirement for background and credit score checks on renters, while also making the application process easier for all. So everyone relax and get into the spirit of the season.



Lights-The Street Lights project which will brighten life in Third by improving lighting and reducing electricity costs should start in mid-2018. We promised you an article on the subject in last month's Breeze but there may have been a short circuit or someone pulled the wrong plug because it never appeared-for that, our sincere apologies. Please read what Moldow and Walsh (no they're not a law



firm) have to say in this edition.

Landscaping–By the time the holidays do arrive residents should see noticeable improvement in the appearance of our lawns, shrubs, trees and slopes as we institute new techniques and scheduling.

Parking–More parking spaces for cars and golf carts coming up as the Red Curb Removal program finishes up by year's end and the new Golf Cart Task Force institutes changes.

Dryers in our Future

By Third Director Bert Moldow

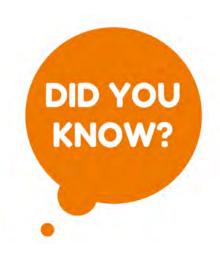
There are over 242 dryers in the stand-alone and Garden Villa laundry rooms in Third Mutual. Currently, the dryers in use are residential quality and are not really designed for the load imposed by residents. We are spending a fortune on maintenance, and since the machines are not efficient, excessive amounts of energy are being used. Yet there is no way of passing on the cost for the use. Past Boards have tried to compensate for this oversight by charging a monthly surcharge, but at the end of the year the Mutual loses close to \$180,000 a year.

The Board is discussing replacing the machines in early 2018 with new coin- operated commercial dryers and thereby eventually eliminating the monthly surcharge. This will allow the usage of the machines to reflect the costs incurred. It will also prepare for the change in rate structure for electricity, proposed by Southern California Edison starting in 2019, which will charge for electricity based on "time of use." Rather than being charged on a tier rate, we will be charged based upon user demand. They propose to charge a higher rate during peak hours of electrical use. With the new machines, we will be able to program the cost based upon the same time-of-use period. To avoid paying tax on the income, we propose to place revenue directly into reserves which will accumulate to cover the cost for future machines.

Did You Know?

By Third President Rosemarie diLorenzo

- -Third Mutual board meetings are usually held on the third Tuesday of the month. This month is an exception. The meeting was held on Thursday, November 16 instead, because of Thanksgiving.
- -Even though it seems we just had an election, two more are scheduled in December. Have you ever harbored the wish to try something new and straighten this place out? Here are two great opportunities to do so.





On December 6, the Board will select, at an open meeting, one of its three representatives for the VMS Board for a three-year term. The VMS Board oversees the operations of our management company. The term of Dennis O'Connor, who is the current representative, is expiring.

On December 15, the Board, at another open meeting, will select a Director to replace Annette Soule for the remainder of her three-year term on the Third Mutual Board. Annette has just been elected to the GRF Board.

So, to throw your hat in the ring (along with the rest of your body) and get your name in the Globe and appear on Village Television. To apply or for further information, visit Catherine Laster, Executive Assistant, <u>Catherine.Laster@vmsinc.org</u>, on the second floor of the Community Center.

Red Curb Update

By Third Director John Frankel

If you have a red curb in front or near your manor and see a cone with a sign saying "construction zone," please be aware that the red designation will be removed as part of our Red Curb Program. In the April edition of the Breeze we informed residents about this project. The program was initiated as a result of the report from our consultant, Urban Crossroads, who studied the parking situation in the Village. The report identified the areas in Third



where there were many more cars than parking spaces and offered possible solutions. A Task Force formed to review the results and recommendations and initiate a plan whereby the red curbs in the areas with the most critical needs would be removed by sand blasting, thus, freeing up about 700 parking spaces. The major restriction on what curbs must remain red was determined by the Orange County Fire Authority.

After some glitches, the sand blasting was started by an outside contractor about a month ago, and we are pleased to report that about 40 percent of the effort has been completed. We expect that the project will be completed by the end of the year. We thank residents for enduring the noise and dirt during this operation, and many of you should begin to find it easier to park. Further issues related to parking will now become the responsibility of the Maintenance and Construction Committee. The Task Force, its main work being done, folds its tent and goes quietly into the night.



Garden Villa Golf Cart Parking Task Force

By GRF Director Annette Sabol Soule

The Garden Villa Golf Cart Parking Task Force (GVGC) was formed to develop new parking spaces and rules for golf carts in the Garden Villas. As a first step, the Task Force has decided that all Village golf carts need to be tracked for property loss and/or theft purposes via a no-charge golf cart decal, included in the annual registration. Accordingly, a resolution is on the November 16 Third Board meeting agenda stating that all golf carts must be



registered and will be provided with the tamper resistant, color coded, reflective decal that must remain visible at all times. VMS staff will provide and place the decal on the lowest corner of the rear bumper section, farthest from the driver. The Third Board will work with the United Board to make sure that these requirements become standard throughout both mutuals.

In addition, Golf Carts must be maintained to UL (Underwriters Laboratory) standards, no charging is to occur in outlets housed within storage cabinets, and chargers must be six inches off the ground. Fees and Fines will be implemented according to the Mutual's Fees Sheet and the Schedule of Traffic and Monetary Penalties.

Landscape Roundup

By Third Director Susan Caine

Tree Technology

Trees seemed to dominate the concern of many who attended the Third Landscape Committee meeting on November 2, 2017. The Community has thousands of trees, and the Third Board is currently undertaking a thorough review of the care and maintenance of this very valuable asset.

General Services Director, Bruce Hartley, is focused on increased efficiency through technology, and he



has begun an in-depth analysis of the software program, Arbor Pro, which is designed specifically for tree management. His goal is to speed up communication with field personnel utilizing smart



devices, to provide higher productivity and enable management to monitor staff in real time. All this will lead to better customer service and communication with residents.

The Third Board has directed staff to review the historical work performance of tree maintenance and look at a more species-related approach. Different tree varieties require different trimming. Some require yearly maintenance, such as the Queen Palm, while others, like the Japanese Elm, with its low hanging branches, require totally different trim and care. This customization makes for an efficient process and more aesthetically pleasing surroundings. The Third Board will review the information from staff and make a decision as to what approach will suit residents best.

Water Wise

As always, James Tung, Water Conservation Subcommittee Chair, and staff are keeping a close eye on water consumption, particularly irrigation. The Board has initiated a moisture sensor device pilot program at Gate 14, which will hopefully reduce the amount of irrigation water used. Director Jules Zalon recently found a billing error on our water bill, in our favor—yay!

Get Your Mow-tor Running

The following adjustments have been made to the landscaping schedules:

Mowing is now every other week.

Edging occurs on one mowing cycle, and weeding takes place on the second cycle.

- Shrubs trimmed every nine weeks.
- Spraying will be stepped up.
- Mulching takes place after winter rains.
- Winter months are upon us, and slope work will be greatly increased.

These changes will get us caught up, so that 2018 will be a good year, and by the holidays residents will see a significant improvement in Third Mutual landscaping.

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Leasing Policy Update

By Third Board Secretary Burt Baum

Last month we discussed why we thought it was important and reasonable to require lessors (landlords) to do background and credit checks on lessees (renters). We still think it is. However, this requirement in our new Leasing Policy has brought about unnecessary confusion and unrest among the people affected. This was not a result the Board wanted. We developed the new policy with the



pledge that if any provisions were not working we would change them. Accordingly, the Board changed the background/credit check requirement to a recommendation, and this will be incorporated in the revised new policy that will be introduced by the Board on November 16. Landlords can decide on their own, but background checks are encouraged. The process is easy to implement and inexpensive, and staff can give you information on how to do it out. The Board will, however, still require that all renters sign a document stating that they have not committed any felony and/or a misdemeanor involving moral turpitude, in the same way that all people who buy a manor need to do.

Along with the aforesaid changes the revised Leasing Policy Application will be easier to fill out and the procedure simplified.

We want to stress that we do not consider renters to be second-class citizens, because renters play a significant role in resident life in Third Mutual. Here are two facts about manor rentals that demonstrate this, as reported by staff at a recent Residency and Compliance Task Force meeting:

- About 1,600 (27 percent) of the manors in Third Mutual are rented and this number has been very constant for the last five years.
- About 80 percent of the leases are for greater than one year.

A Brighter Future

By Third Director Bert Moldow and First Vice President Bill Walsh

For over a year, our Board has received complaints about inadequate street lighting. When you ride around the community at night, especially in the winter when nights are long, you notice residents with miners' hats and flashlights. With the advent of LED lighting, the Board saw an opportunity to rectify this situation and at the same time reduce energy and maintenance costs. When Southern California Edison (SCE) was approached several years ago to purchase our 788 lights and poles



within the Mutual, we learned it would be costly to make a change and we would be tied to an unattractive 20-year contract.

Then two years ago we learned that SCE was offering to sell their street lights to municipalities and



we inquired if we could qualify under this program. We were granted an exception and paid a fee to ascertain what it would cost. Subsequently, we received a price and contract to sign and negotiated terms. We determined that if we bought the lights as-is we would pay back the investment in five years. We learned that there were 51 other cities in the SCE region that also signed on to this program. Once we owned the lights, our plan was to upgrade to LEDs and contract for maintenance with a company other than SCE. The result would be a quicker return on investment while providing greatly improved community lighting.

The contract was signed the end of September and it is estimated it will take SCE six to nine months to get the final approvals from SCE management and the California Public Utilities Commission before work can begin. Third Mutual will begin saving about \$50,000 per year with the elimination of the SCE street light tariff that they impose monthly on each light. Third Mutual will still pay SCE for the electricity needed to light the street lights.

We are hiring a turnkey contractor (someone who will carry out all aspects of the program after the initial purchase), to perform an inventory, measure light intensity and dispersion, pilot various light fixtures, install lights and arms where necessary to extend the light dispersion, trim trees and maintain the lights for a five-year period.

Things will be getting brighter in Third Mutual. There will be no more walking down Via Mariposa or Avenida Sosiega on dimly lit streets or carrying a flashlight to navigate sidewalks at night.

What's Next

By Third Board Secretary Burt Baum

On November 16, the Third Mutual Board Meeting will introduce Resolutions on Amendments to the Golf Cart Policies and Procedures, the Plug in Vehicle Policies and Procedures, and the Lease Policy (all will be subject to a 30-day postponement for comments). A vote is agendized on a motion to approve a Trash Chute Cleaning contract for \$30,000 in the three-story buildings.



Committee Meetings

Residents are encouraged to attend and participate in these meetings and to bring up issues in the areas of the committee's concerns.

- -November 27-Architectural Committee
- -December 5-Finance Committee, Energy Committee
- -December 7-Landscaping Committee





Garden Villa Association News

By Lynn Jarrett, President of the Garden Villa Association

Our Garden Villa Association (GVA) building Captains are key to the coordination of necessary volunteer activities in each of our 81 three-story buildings. They don't always get the recognition

they deserve, although most know it is a fulfilling position to be able to assist fellow residents. The Captains work on keeping their buildings in tip top shape with furnished Rec Rooms and Lobbies, and minimizing clutter in the carports, garages, storage lockers and/or storage rooms. Another important duty of Captains is to advise current and new residents about guidelines to keep buildings safe, clean and attractive. The balconies, decks and breezeways are required to be kept in compliance with a rule, which means no vegetables. We need to strive to keep shared common areas beautiful - since each building is our home.

One of the most important tasks a GVA building Captain has is succession planning. It's not easy to recruit new volunteers, but oftentimes there's a natural fit for residents who have been living here, even a short time, to step up to help neighbors. It's a gift to a building when a resident becomes a Captain and GVA appreciates each and every Captain who joins the force.



The next GVA meeting will be on December 14 in CH 5 at 10 a.m. All residents are welcome, especially building Captains.



Third Projects: November, 2017



Paint Program

Building 3244 and Buildings 5520-5543

Prior to Paint Program

Buildings 5524, 5526, 5527, 5529, and 5531-5539

Elevator Improvement Project

Building 2294

Roof Replacement

Buildings 2385 and 3421

Gutter Cleaning/Roof Debris Cleaning

Buildings 3222-4024

Red Curb Reset Program

Gates 7, 8, 9, 10, 11, and 14 red curb areas will be addressed.

Weeding and Pruning

Buildings 2166-2184, 3146-3155, 3506-3522, 5218-5190, 5233-5241, 5381-5395, 3020-3040, 5232-5260, and 5587-5598

Weed Spraying

Buildings 3075-3083, 3326-3334, 3528-3532, 5318-5336, and 5504-5507

Tree Maintenance

Buildings 3059-3064 and 3212-3215

For the comprehensive Third Capital Project Log, <u>click here</u>

If you would like more information, contact Resident Services at 949-597-4600 or residentservices@vmsinc.org.

Visit us Online!

www.lagunawoodsvillage.com







The Annual Meeting of United Board of Directors

By United Secretary Maggie Blackwell

Elected to three-year terms are Juanita Skillman and Cash Achrekar (incumbents); and new members Manuel J. Armendariz and Reza Bastani who join continuing Board members, Don Tibbets, Pat English, Janey Dorrell, Steve Leonard, Andre Torng, Gary Morrison and Maggie Blackwell. A special thank you to the two retiring directors, Maxine McIntosh and Jack Bassler who have both given many years of service to United Mutual and the Village.

On October 30, 2017, the new board committed a full day to orientation and strategic planning as a team. As a result the following goals have been set for the United Board:

- 1) Become a Board that keeps residents more informed.
- 2) Commit to becoming a unified team.
- 3) Establish protocol for communication with VMS Staff.
- 4) Establish a long-range plan for maintaining the infrastructure.

At this same meeting, for the first time, United Directors began service for the upcoming year with an oath of office, formulated from Civil and Corporate law codes and explained by United Mutual Attorney, Jeff Beaumont. Directors promised to fulfill the duties of office on behalf of the best interests of United Mutual and the United Members as a whole, to make decisions using due care after considering staff and expert advice in conjunction with the governing documents. They also promised to act with respect, courtesy, professionalism, and dignity for each other, staff and United residents. What a great start!

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Get Set for a Green Fall in the Village

Committee Chair Maggie Blackwell

The Landscape Committee met in October, and about 15 residents were in attendance. Department Head Bruce Hartley shared his three areas of emphasis: focusing on addressing complaints, completing promises made, and looking at maintenance practices. Long-term plans are to fill



vacancies. He is learning how supervisors operate and is focusing staff back on to customer service. The Village has a consistent level of staffing, even with seasonal changes. Bruce asked for patience while staff gets back on track. His goals are to build confidence with residents and improve customer service.

A very large pine tree was the target of many comments made by Members at the Committee meeting, some for removal and some for keeping the tree. The Committee visited the location and unanimously recommended denial of the removal request, directing staff to perform crown reduction trimming and re-balancing of the canopy to preserve the tree.

Landscape work is seasonal. Seasonal work for each cul-de-sac will be completed before the crew moves on. Schedules are on the website, in the Breeze and on Village Television.

From November 2017 through February 2018, the following services are performed:

- Plant restoration, pruning plants 10 to 15 feet high, including removal of suckers, water sprouts, and dead, woody or cross-over branches, where needed. Not all plants are touched but woody plants are inspected. Timing varies by species. If attention isn't given to trees now, then heavier pruning is needed during the growing season.
- Plants are staked or re-staked, and mulch is applied. Replanting is best at this time in order to establish plants before the growing season.
- Lilies and narrow-leaf plants are cleaned up and cut back. Weeding continues as well as use of herbicides. Edging of beds is done to keep grasses from intruding. Mortar blocks are corrected, straightened or replaced.



Ordinarily, small clipping debris is recycled back into lawns by mowers, but this year that practice will be reduced. Grass length will be reduced this year, keeping mowers to a 9- to 14-day schedule. Thatch will be exposed temporarily, but the overall appearance of the grass will be noticeably improved in time.

We ask that if you have issues about your area, please contact Resident Services at 949-597-4600 and give your manor number and specifics about the issue. The United Landscape Committee meets on December 14, 2017, at 9 a.m. in the Board Room.



Communications Report: Everything But a Can with a String

By Committee Chair Maggie Blackwell

The new Village website is a great source of information. You can find information, locate forms and governing documents, make contacts, and read about clubs and activities. Contract information is available on the website, the final page of each Breeze and each "What's up in the Village" blast. Communication is easy if we have your contact information, if you aren't receiving the Friday blast or the Breeze, please let us know by email



<u>rebecca.jackson@vmsinc.org</u> so we can get you signed up. The governance meeting calendar, "TeamUp," is available online and includes locations, meeting agendas and reports, days before the meeting. Any Member can attend an open board or committee meeting and at each meeting there is a time for member comments.

Not technically savvy, then write the Board a letter and deliver it to the front desk of the Community Center or send by mail to 24351 El Toro Road, Laguna Woods, CA 92637.

The Boards and staff hold quarterly Town Hall Meetings about items of interest. Recent Town Halls covered: the bus system, technology and television, United by-laws, United Land Use policy, and termites and other pests. What would you like to be addressed at a Town Hall meeting? Let us know!

Village Television (channel 6, 406 or 6.1), is an excellent source for Village news. Every monthly board meeting is televised with repeats and is also available on <u>YouTube</u>.

The This Day program has reports each month from staff and the boards. There are also shows highlighting clubs, Village activities and lectures.

Service schedules are published in the Globe newspaper weekly, identified on the website, in the monthly Breeze and on Village Television. Please know that Directors speak to residents constantly, but do not go door-to-door. There are so many ways to find out information. We hope you become accustomed to them rather than risk relying on rumors.

Kudos to Directors Leonard and Torng

United now has 2,500 solar panels connected to the electrical panels of eight laundry rooms with 650,000 kilowatt hours of production. This covers a majority of United's common area electrical costs. There is no incentive to install more panels since any overproduction is simply taken by



Southern California Edison with no return or credits. All work has been completed and maintenance and repair services have been contracted. Thanks to Director Leonard's tireless work with staff and the contractor, United will have electric write-offs for years to come.

With an eye to the future, Steve noted that General Motors plans to work quickly to produce only electric cars. Numerous new models will be out in two months. Other auto manufacturers will be doing the same. There are approximately 100 electric cars in the Village, but no doubt that will change fairly quickly. Currently a car may be charged in the carport for a fee of \$20 per month, but this is not speed charging. If an electric vehicle is in your future, visit Resident Services for more information prior to your purchase.

Over 100 Good Neighbor Building/Block Captains were recruited in short order thanks to the hard work of Director Torng and his committee comprised of Directors Achrekar and Morrison.



Director Torng attended many club meetings and Village events to bring awareness to the Good Neighbor Captain (GNC) position and its importance. GNCs are trained to assess neighbors' needs before, during and after an emergency and communicate, up the line, to get assistance for residents in the area. Monthly trainings are offered, anyone can attend, and it is extremely important that residents sign up. The GNC is encouraged to meet briefly with as many residents as possible in their neighborhood, in order to determine which person in which unit might need help in the event of a disaster. Please consider this important opportunity to help your neighbors. Email Chief Moy at chief@vmsinc.org if you are interested.

Architectural Control and Standards

By Committee Chair Janey Dorrell

In May, the United's Architectural Control and Standards Committee was formed. It meets the third Tuesday of the month to review alterations requested by Members. The architect and/or engineer representing the Member is invited to attend.

The committee reviews the materials, discusses the request and may tour the project. Then the committee makes a recommendation, which is sent on to the United Board for final approval or denial.

In addition to reviewing the application, the Committee takes into consideration past alterations, which may have occurred without Mutual Consent, and/or any objections from affected neighbors.



Committee members include:

- Janey Dorrell, Chair (retired Realtor and Manager)
- Don Tibbetts, Director (Maintenance and Construction Chair)
- Cash Achrekar (Director and retired manufacturing engineer)
- Reza Bastani (Director and retired electrical engineer)
- Advisor Michael Mehrain (Structural Engineer)
- Advisor Kay Anderson (Construction Manager)
- Kurt Weinmann (new staff Manager of Alterations).

The Committee's goal is to improve standard alteration processing in order to save staff time and expedite approval for members. The Architectural Control and Standards Committee next meets November 28, 2017 at 9:30 a.m. in the Sycamore Room.

Finance Report

By United Treasurer Gary Morrison

Joining Treasurer Gary Morrison on the Committee are Directors Juanita Skillman, Pat English, Steve Leonard and Andre Torng with Advisors Alan Dickerson and Cynthia Statsman.

Following the pattern of recent years, United delinquencies are very low. Home sales are good, at about 15 percent and prices continue to increase. Earthquake insurance is being investigated by the committee.

The Finance Committee is always looking at ways to recoup such costs. The next meeting of the Finance Committee will take place November 28, 2017, at 2 p.m. in the Sycamore Room.

Governing Documents Report

By United President Juanita Skillman

Documents considered, revised and edited this year include:

The Land Use Policy which eliminated member expansion into the common area.

An updated and clarified United Mutual Bylaws Policy which was supported by Members. Election Processes and Policies were updated to coincide with the amended By-laws and current law.

Simplification of Property Services forms by making





forms available on the new website.

Join the Committee of President Skillman, Directors Gary Morrison and Maggie Blackwell, and Advisors Bevan Strom and Mary Stone any fourth Monday of the month. The Governing Docs Committee meets next on November 27, 2017, at 2 p.m. in the Sycamore Room.

Maintenance and Construction Committee

Last month, the Committee reviewed the potential benefits of tankless water heaters, expenditures, and the project log. The Project Log for United Maintenance and Construction is long and fascinating, covering years of contracts and plans (click here). These projects will help keep United habitable and functional now and in the years to come. Some of the projects noted are: cul-de-sac paving, including a seal coat program; annual gutter cleaning; pushmatic electrical panels and accompanying corrective electrical work. Other projects include the roofing program, exterior painting, bridge repairs and cul-de-sac cleaning and repairs. LED installations are nearing completion with walkway lighting phased and considered upon request. The dry-rot prior-to-paint program, fumigation and epoxy lining for waste lines are priorities emphasized this year. In the coming months, the Committee will look at signage throughout the Mutual. Join Cahir, Tibbets and Committee members including, Directors Bastani, Dorrell, and Gary Morrison with Advisor Dale Ng. The next M&C meeting will take place on December 27, 2017, at 9 a.m. in the Board Room.

Meet United Secretary Maggie Blackwell

Maggie Blackwell was raised in Glendale, CA, graduated from the University of Southern California, earned a Master's Degree from Cal State Dominguez Hills, and taught eighth grade for 22 years, first at Henry Clay Junior High, Los Angeles and then in Hermosa Beach. She was twice President of Hermosa Beach Teacher's Association. Maggie was trained by California Teachers' Association in collective bargaining, and re-elected to negotiate teacher contracts in Hermosa Beach for 12 years.

While teaching at the age of 46, she attended law school at night, booked contracts, made Dean's list and Law Review. She became a criminal defense attorney, working in Los Angeles courts for 14 years.



In 2004 she retired and moved to the Village at the urging of a friend who belonged to the Women's 18-Hole Golf Club. Maggie became a club member her first week of residency.



Maggie has been active in the golf club and on its board for nine years, holding different offices. She gets her steps in by walking the course.

Maggie has enjoyed Israeli dance for years in West Los Angeles. She has also learned to line dance, square dance and play bridge.

Five years ago, Village boards were having a tumultuous time. Maggie studied governing documents and attended meetings. She ran for the board in 2015 and was elected in 2016.

She retains the attributes of a defense attorney, prepares diligently and is an analytical listener, noting what people say and do and what they do not say and do.

Adversity was a part her previous careers, so not much phases her. Differing interests abound, the goal is to meet as many needs as possible in decision making. Boards must balance the needs of an active community while keeping the Community affordable. Leaning too much to either side may cause irremediable damage. Boards and Directors working together with respect is the best idea.

Remember That...

United has a Resident Advisory Committee chaired by Director Tibbetts. This committee meets with residents who have challenges while living in United. Concerns can cover a gamut of problems and are not limited to specific issues. It is a place where a resident may meet and confer face to face with board members in a small, less formal setting. The Committee meets every second Wednesday of the month in the Sycamore Room at 3 p.m. No appointment is necessary.



- Residents are encouraged to attend any and all of the committee meetings noted above and to bring up issues in the areas of the committee's purview.
- United Mutual will soon require that prospective Shareholders submit, from a recognized Credit Reporting Agency (e.g. Equifax, TransUnion, Experian), a full credit report and FICO score dated within 60 days prior to the application submittal. Additionally, it is required that prior to a Shareholder subleasing their unit to a Subtenant, that a full credit report and FICO score from one of the recognized Credit Report Agencies above be submitted with the sublease application. This is an easy and affordable process to vet prospective Shareholders and Subtenants and to make sure that the community is kept safe and units are not subleased to multiple individuals, used as room rentals or other nuisances that are not in compliance with United's Governing Documents.

What's Next

At the October 17, 2017, Board Meeting, the United Board introduced the following items by resolution:

- Proposed Fee Schedule for Manor Alterations
- Requirement of a Conformance Deposit for Manor Alterations
- Policy for the Handling and destruction of Recordings for Executive and Committee Meetings
- Revisions to the United Mutual's Standard 31: Windows and Window Attachments
- Amended Financial Qualification Policy

The introduction gives residents at least 30 days to comment, but in this case until the December 12, 2017, Board meeting. To read more on any particular topic, go to www.lagunawoodsvillage.com, click on the "Calendars" then click on the "United Mutual" calendar and go to the October 17 meeting to read the staff reports and resolutions.

If you have a comment, attend a regular United Board meeting the second Tuesday of each month in the Board Room at 9:30 a.m.

United Projects: November 2017



Paint Program

Cul-de-sac 14

Prior-to-Paint Program

Cul-de-sac 15

Wastelining Program

Buildings 35 and 36

Roof Replacement

Building 2092

Gutter Cleaning/Roof Debris Cleaning

Buildings 469-2219

Weeding and Pruning

Buildings 1-19, 467-487 and 931-945

Weed Spraying

Buildings 440-466 and 571-599

Turf Relandscape Project

Cul-de-sacs 8 and 40

Tree Maintenance

Off schedule work as needed

Annual Storm Drain Cleaning

Community-wide, including inspections of the flood gates, Aliso Creek and Ridge Route Security Gates will be conducted.

For the comprehensive United Capital Project Log, <u>click here</u>.

If you would like more information, contact Resident Services at 949-597-4600 or residentservices@vmsinc.org.





THE TOWERS at Laguna Woods Village

Ryna Rothberg Elected to CAI Board of Directors

By Towers Adviser Saretta Berlin

At the Community Association Institute Orange County Chapter annual awards meeting, Ryna Rothberg was recognized as "2016 Board Member of the Year in the "Veteran Category." She was elected to the Mutual No. Fifty Board of Directors in 2011 and has served as Board President since February of that year. Prior to moving to The Towers, she served two terms on the Board of Directors of Casta del Sol in Mission Viejo, first as Secretary and then as Director at Large.



Ryna ran, and was elected to the Homeowner Leadership position on the Community Association Institute's Board of Directors. She hopes to be appointed as liaison to the Education Committee. It is a three-year term.

Introducing Alfred Amado, Recently Appointed to the Towers Board as Treasurer

By Towers Adviser Saretta Berlin

Al Amado is one of the few officers – and residents – who never lived in the Village prior to coming to The Towers. He and his wife Helen moved to California in 1984 and made their home in Palmia Mission Viejo for 27 years before moving to the Towers in March. "We'd heard about The Towers for years," Al says. When they saw the large two-bedroom unit, they realized that they were home, with Hannah, their five pound Yorkie.

Shortly after moving in, Al was asked to join the Board of Directors and to serve as Treasurer in place of Nancy Hou, who resigned. Al's background as a Certified Public Accountant and Chief Financial Officer for a number of businesses made him uniquely qualified to serve. He feels strongly about representing the 350 residents of The Towers in a responsible and conservative manner.

Almost everything in Al's background makes him a perfect choice for the position. He was born in the Great Depression, the youngest of three boys. Because his father, a trained tenor, was unable to find work, Al and his siblings were sent to live in a Jewish community-sponsored home until they were teenagers.

Growing up during economic hard times taught Al valuable lessons in the management of money,



both his and others. He realized that he needed to further his education if he was to achieve his goal of working in finance, so for seven years Al attended night school at Northwestern University. He worked hard, passed the CPA exams before graduating and began a career in public accountancy in Chicago.

One of Al's first assignments was as Controller with Duncan YoYo, a company which really had its ups and downs. Several years later he was named Chief Financial Officer at a fastener company. He later purchased a company and moved to California in 1984. He retired after 30 years but remains with the company as an advisor.

Helen and Al met in 1949, shortly after Al returned from the Army, and recently celebrated their 67th wedding anniversary.

All of the Amado's have become a part of the community. Al plays bridge and participates in the poker games that take place on Tuesday and Friday evenings. Helen enjoys occasional games and Hannah does her part by greeting chair-bound residents as she takes her regular walks.

Lunch is Served...At the Towers

By Towers Adviser Saretta Berlin

The informal California Dining Room, which opened for lunch on October 2, has rapidly become a popular gathering space for Towers residents and their guests. In this new configuration, diners seat themselves, making it easy to meet new friends or join old ones.

Michael Miller, General Manager of Dining Services, working with staff and residents, put together a menu of favorites including an Angus burger on a



fresh bun, a Caesar salad that can be ordered with fresh shrimp or chicken, and an assortment of freshly made sandwiches. All entrees come with several sides dishes, including: onion rings, cole slaw, potato salad, French fries or fresh vegetables. Fresh fruit is available as an entrée or side dish and all entrees include a beverage and cookie.

In conjunction with the catering staff and input from residents, Michael plans to revamp the menu from time to time. He may also look into the possibility of offering a half sandwich served with soup of the day!



About Us

This newsletter is put together by all of the housing Mutuals and GRF. If you have comments about this newsletter, please contact Joan Milliman, GRF Secretary, at blindmice_3@yahoo.com, Burt Baum, Third Secretary at bsqrd54@gmail.com, Maggie Blackwell, United Secretary at maggiebewell@comline.com, or Katy Howe, General Manager at the Towers at katy.howe@associa.us.

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If you have problems or concerns about your manor, please contact VMS at the following email addresses:

generalmanager@vmsinc.org residentservices@vmsinc.org info@vmsinc.org

Or, go to <u>lagunawoodsvillage.com</u> and click on "Contact Us" on the left side of the page.

