

VillageBREEZE

A Joint Publication of the Laguna Woods Village Corporations

In This Edition...

This month in GRF, the Village goes social.

Plus, read about the new Member's First policy, and the annual Bonanza is back on [pages 2-4](#)

Third talks Landscape, leases, and lights, plus Garden Villa News on [pages 5-10](#).

United tackles home businesses, dryrot, meet new United Treasurer Gary Morrison, and more on [pages 10-14](#).

The Towers brings major changes to the dining rooms, plus an entertainment review on [pages 14-15](#)

Share the Breeze

Forward this email to a friend and tell them to [click here](#) to sign up to receive the Village Breeze by email, or visit www.lagunawoodsvillage.com, and click the sign-up link at the top of any page.



Introducing: In Your Neighborhood

Stay in the know on upcoming maintenance and landscaping work near your home. Look for monthly schedules at the end of the GRF, Third and United sections.

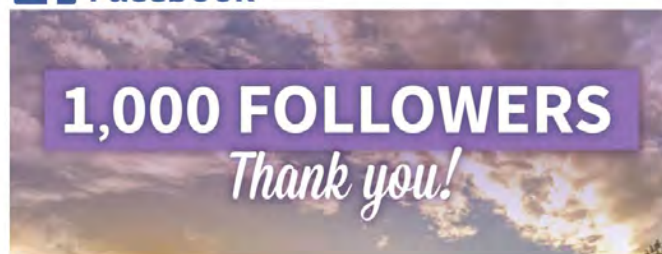


Villagers get down with the Platters on stage at the Performing Arts Center. Photo by Mark Rabinowitch.



Laguna Woods Village Goes Social

Social Media has become the #1 source of communication for retired men and women over age 65. The median new resident age has been trending downward over the last 10 years, and is 68, with a median resident age of 78. Facebook numbers in Laguna Woods Village show over 6,000 subscribers, of which most engage with this platform four or more times a week.



Social Media is a benefit to demographics like those of the Village, because it has proven to substantially reduce the sense of loneliness and isolation for older Americans. It can create new opportunities for senior citizens to connect and make new friends with like-minded individuals, and strengthen a sense of community with neighbors.

GRF initiated a Social Media pilot program in August of 2017, which includes directory cleanup (removal of the old community name on business pages such as Yelp, Google Business, and Facebook); removing trademark infringing content on Facebook and YouTube; and cleaning up the YouTube channel, making it easier to search.

GRF has focused its Social Media pilot program on engaging Facebook users. Since the project was fully implemented, Facebook reach (how many people are looking at the Laguna Woods Village Facebook Page) is up 1,110 percent, and engagement (how many people are sharing, commenting or reacting to Laguna Woods Village on Facebook) is up 947 percent.

If you haven't "Liked" us on Facebook yet, we encourage you to do so. Check out Laguna Woods Village on Facebook at www.facebook.com/lagunawoodsvillage.

[Click here](#) to see a comprehensive Facebook analytics report from GRF's consultant.

Don't miss the First Harvest Hoedown November 3

Dust off your Western wear, round up your friends and family and mosey on down to the Laguna Woods Village Equestrian Center on Friday, November 3 for the first Harvest Hoedown!

Sponsored by Lake Forest Dental and The Wellington, Harvest Hoedown is from 5 p.m. to 9 p.m.

This fun-filled event will have you kicking up your heels and line dancing to live country music by Pickleback Shine; practicing your roping skills; and flexing your muscles on the mechanical bull ride. Your grandkids will enjoy pony rides and a bounce house.



Pick up your FREE tickets at the Equestrian Center or Recreation Office.

Tasty fare and treats by Sweet Lou's BBQ, Tres Compas Mexican Grill and Kettle Corn King will be available for purchase along with pie and beverages.

Parking is available at the Maintenance Center or Community Center where shuttle service will be offered throughout the evening. For more information, call 949-597-4275.

Clearing the Air: The "Members First" Resolution

Due to the limited availability of some facilities in the community, the GRF board has approved a Members First Resolution. The resolution provides priority to member-owners in reserving limited-availability amenities, such as RV lots, Equestrian Facility, and the Garden Centers. If space is available, non-member occupants may participate in enjoying the amenities. Lessees who currently use the RV lots, Equestrian Facility, or the Garden Centers will be grandfathered in and allowed to continue use of these facilities.

Second Annual Transportation Awareness Day

Come join the fun at Clubhouse 5 on Friday, November 17, from 10:00 a.m. to 1:00 p.m. We look forward to seeing all residents whether you enjoy the Easy Rider on a regular basis, plan on using it in the future, or are looking for a means of having your club members chauffeured to your special event. We will be hosting several vendors in the community, eating a continental breakfast, enjoying music and obtaining resources for all transportation needs. Staff will be available to answer questions and provide answers for efficiently getting to your destination. This is an exciting event you do not want to miss! For more information, call 949-597-4678.



Bonanza is Back at Clubhouse 4!

Annual Arts and Crafts Fair Highlights Laguna Woods Village Resident Talent

Laguna Woods Village artists and craftsmen will have the opportunity to showcase their talent at the Annual Arts and Crafts Bonanza beginning at 9 a.m. Saturday and Sunday, on November 4 and 5.

Clubhouse 4 will host the event, which features a wide assortment of handcrafts and artistic pieces for sale. Resident artists and artisans will be on hand to sell a wide variety of handcrafted pieces. Shoppers will see unique gifts crafted from ceramic, porcelain, glass, enamel, fabric, oil paintings, paper, metal, stone, watercolor, photography, wood, beads and yarn.

All booth space is totally sold out.



Artist Marge Kinney. Photo by Mark Rabinowitch.

Saturday from noon to 2 p.m., enjoy live jazz from "The Woods Trio." While supplies last, have some complimentary beer and wine on both days from noon to 3 p.m.

See you Saturday between 9 a.m. and 4 p.m. and Sunday between 9 a.m. and 3 p.m. at Clubhouse 4. Food will be available for purchase, while supplies last.

Off-site parking and a complimentary shuttle service is available for attendees. The parking and shuttle will be at the Laguna Woods Village Maintenance Center, 23081 Via Campo Verde, Laguna Woods, CA 92637. Non-residents are welcome to attend; please utilize the free shuttle service for gate entry. For more information, call 949-597-4291.



GRF Projects: October through November, 2017

Landscape Work

Pruning and weeding will take place at the Equestrian Center, horse trails, and Aliso Creek. Tree maintenance will be performed on an as-needed basis.

Clubhouse Improvements

Clubhouse 1 exterior door improvements

Clubhouse 5 card room carpeting replacement

For the comprehensive GRF Capital Project Log, [Click Here](#)



Hot Flashes

By Third Secretary Burt Baum

More Water—Those of you living near Gate 9 may have noticed strange multi-colored markings on the streets and cul-de-sacs. No, the Martians are not preparing for an invasion; it's just our water company at work. They are preparing to install pipelines to expand our existing recycled water system, so prepare yourself for some noise and dirt. The construction will end June, 2018. The recycled water system is completely separated from our potable (domestic/drinkable) water pipelines. The recycled water is used for irrigation of our lawns and plants and is 10 percent cheaper. Moreover, it is not subject to the tiered cost structure (higher rates for higher usage) that our drinking water is, so having this type of water in our community is a plus. Questions? Call 949-837-0880 or go to www.etwd.com



Less Water—As of the end of August we were about 15 percent over budget on our water costs. As you know, owners are not billed directly for the water they use in their manor. Rather, the water company bills Third Mutual for the total usage in the mutual and the money to pay for it comes out of everyone's assessments. It looks like the heavy rains we experienced last winter have made people feel that the drought is over. It ain't! Please follow the water savings procedures you practiced earlier, or we'll wind up with [less water](#).

More Light—The Board is always seeking ways to make residents' lives brighter. We have worked with staff to install LED lights in all the three-story buildings, and have pilot programs in the Gates 5 and 6 areas to improve walkway lighting. Most recently we have signed a contract with SCE to buy all the street lights in Third (see article by Directors Moldow and Walsh—no, they are not an old vaudeville team). We are also looking at a tree trimming program to bring the existing light more out into the open.

Less Dry Rot—We have several programs to tackle dry rot problems in the Mutual, but these are reactive (find a problem and fix it). We have now hired a noted engineering company to do a more intensive study on 20 representative manors to help us identify the manors and locations where dry

rot is most predominant and to suggest ways to modify these structures and initiate other steps to prevent the problem before it starts. This will save us headaches and money and make life better for all.

Third Board Accomplishments--Year to Date

By Third Secretary Burt Baum

Energy

- Installed Solar Panels on 12 Garden Villa (three-story) buildings – projected \$240,000/year savings in electricity costs for Third Mutual
- Installed LED lighting in all 81 three-story buildings (breezeways, walkways, laundry rooms) – improved lighting at lower cost (20–25 percent savings)



Maintenance – Construction

- Wasteline Remediation – installed seamless liner to prevent back-up and root intrusion in 19 buildings
- Dry Rot – Work being done on three programs (GVA, LH-21 Beam Replacement and Prior to Paint) at a cost of over \$1,000,000 to alleviate and prevent dry rot
- Roofing–Ongoing use of white roofs has extended roof life and resulted in cooler manors

Finance

- Kept tight control on spending and maintained assessments at a reasonable level (only 1.4 percent increase)
- Uncollectable Accounts – developed new proactive process to collect assessments from problem accounts – resulted in more money collected in shorter time

Communication

- Kept residents informed of Board policies/activities through articles in the Breeze, brochures (Caretakers, Move in – Move out) and appearances on Village Television and at Clubs
- Instituted improved ways to communicate with new residents – phone calls, letters and evening New Resident Orientation Programs

Compliance and Residency Task Force

- Worked with Compliance and Security on three major cases to rid community of people who were committing serious violations of our rules and regulations
- Developed new Caretaker and Leasing policies to make sure that only properly vetted people could enter or live in the community

Parking

- Removing red curbs in critical locations in Third to create 500 new parking spaces
- Formed Task Force to develop more parking for Golf Carts in the Garden Villas

Earthquake Protection

- Purchased new earthquake insurance to provide added financial protection to the Mutual as a result of a Task Force study

Landscape / Water

- Evaluating new sensor system to control water usage during irrigation
- Promoting turf removal programs to reduce watering in landscape areas
- Continuously monitoring water usage by residents to detect and fix leaky toilets and plumbing – program has led to cost savings of \$600,000

A Fresh Approach in the Landscape Division

By Third Director Susan Caine

Some residents have complained about the landscape services in Third. We listened and acted. As a result, VMS, our one and only management company, has made changes that will make our landscape services more effective, efficient and responsive. The major organizational change has been the placement of the Landscape Division under Bruce Hartley, General Services Director. Bruce has been with VMS for over a year and has shown that he can get the job done!

Bruce has a Bachelor of Science degree from Cal Poly Pomona in Ornamental Horticulture and a Masters in Public Administration from Cal State Northridge. He is a Certified Arborist, and has significant landscape management experience. During his tenure with the City of Costa Mesa, Bruce managed the following programs:



Bruce Hartley, General Services Director

parks, landscape and urban forestry; custodial services; facility maintenance; fleet services; and street maintenance, traffic signs and markings.

The existing landscape organization and staffing is being evaluated. A manager for the landscape division will be hired, as well as a supervisor, to replace one that recently retired. This will have a positive impact on the efficiency of the organization and enable us to respond in a more timely manner.

The goals of customer service, community outreach and technology improvement are what we have been working on this year as a board and are embraced by Mr. Hartley—note his BS in Ornamental Horticulture.



Mr. Hartley appreciates the need for residents to live in a beautiful environment. In the future, expect to see plants that are better suited to our climate, soil and community. Changes from the ground-up are occurring, but right now we are mainly in a “catch up” mode.

In another major change, Tom McCray has been hired as the new Golf Manager. He will report to Brian Gruner, Recreation and Special Events Director. This will enable Bruce Hartley and staff to focus more on the Mutuals, with Tom assuming responsibility for the landscape of the courses.

We expect to see a new, improved Landscape Program in Third Mutual. The first priority is customer service. Your comments, concerns, and ideas will be reviewed and responded to more quickly and efficiently. Start by calling Resident Services at 949-597-4600. Public outreach will be more proactive, as landscape staff reports what is happening.

You will be better informed. There will be a massive outreach, utilizing a plethora of communication options offered by this community, such as, but not limited to, Village Television, the Village website, email, presentations, and meetings. The next Landscape Committee for Third is scheduled for Thursday, November 2 at 9:00 a.m. in the Sycamore Room.

We know you are asking for changes; we heard you. Brad Hudson designated Bruce Hartley with this huge task two weeks ago. We need patience, good weather and good cooperation from everyone.

Third Mutual's New Leasing Policy

By Third Board Secretary Burt Baum

Several residents have asked about why we now require that renters (lessees) submit credit scores

and criminal background checks when leasing a manor from an owner/landlord (lessor). The answer is simple. The Board of Directors is requiring this to meet our responsibilities to ensure the financial stability and security of the Mutual.

A good credit score obviously shows that the lessee can pay the rent. This is important not only to the lessor, but to the Mutual as well, since the rent money is often used to pay the landlord's



assessments. In those cases, however, when the lessor is unable to pay the assessments, the Mutual has the right to obtain the rental money directly from the tenant and apply it to the assessments.

While it is true that the Mutual has no direct relationship to the renter, but only to the owner/landlord, it is in everyone's interest that we maintain a secure environment. After all the renter does not spend all of his/her time in the manor. It is important, therefore, that the Mutual's Board of

Directors confirms that the renters who are living in our community do not have a criminal history, particularly since this is a retirement community. This step offers protection to our homeowner members and residents, hence, the need for a background check.

Please note that the type of information we are requesting now is pretty standard for leasing throughout the country. Moreover, when we developed this policy we worked closely with our attorney to make sure we were following the guidelines and statements put out by such agencies as the California Department of Fair Employment and Housing, the Federal Trade Commission and the Department of Housing and Urban Development so we could make informed, consistent, non-discriminating and lawful decisions.

Did You Know?

By Third President Rosemarie diLorenzo Dickins

- Rats like tomatoes too, and that growing tomatoes is not permitted in the Third Mutual common area?
- Sending photos or bringing them to Resident Services is a very effective way to get attention for your concern? A few words of explanation would also be very helpful. Contact Resident Services at 949-597-4600 or residentservices@vmsinc.org

A large orange speech bubble with the text "DID YOU KNOW?" inside.

Garden Villa NEWS



Garden Villa News

By Lynn Jarrett, President of the Garden Villa Association

The Garden Villa Association (GVA) regional reps and GVA Captains have had an exciting year working with a common goal to help our residents. In an effort to support activities of mutual interest to GVA residents, we continue to work with the Third Board on several projects.

In April, teams from the GVA Board physically inspected all 81 three-story buildings and provided the Third Board and staff with a detailed report of issues. There were 350+ service tickets created from the report, and a number of maintenance issues identified were combined into existing capital projects. Our most recent project was to determine how many new larger reflective signs need to be attached to three-story buildings and/or identify monument signs that need to be installed. The implementation of this project is in the works now, and is scheduled to be completed by the end of this year. All residents will love those new signs because they'll be able to find buildings much easier, day and night.



Some members of our GVA Board provided a record number of four training workshops for new GVA captains in 2017. During the year regional reps served on Mutual task forces or committees. Some of those included the Earthquake Task Force, Smoking Committee, Residency and Compliance Committee, the ongoing Rec Room Subcommittee, Third's Golf Cart Task Force and most recently the Breezeway Astro Turf Replacement subcommittee.

At the November 9 GVA meeting in Clubhouse 5, Room 1, at 10 a.m., Chris Spahr from VMS will speak on our favorite subject, "Resident Services."

IN YOUR NEIGHBORHOOD

Third Projects: October and November, 2017

Paint Program

Buildings 3241, 3242, 3243 and 3244, and buildings along Via la Mesa beginning mid to late November.

Prior to Paint Program

Buildings along Via La Mesa.

Garden Villa Lobby Renovation

Building 3243

Elevator Improvement Project

Building 2294

Roof Replacement

Building 2214

Gutter Cleaning/Roof Debris Cleaning

Buildings 401-810

Fumigation Program

Buildings 5171, 3188, 3191, 3205, 3246, 3475 and 5520.

Red Curb Reset Program

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

Weeding and Pruning

Buildings 2127-2282

Weed Spraying

Buildings 2164-2375

Tree Maintenance

Buildings 2352-2355, 2384-2405, 3020-3110, 3212-3262

Trimming of trees in the parking lot of the OCFA on Paseo De Valencia.

Additional off schedule work as needed

Annual Storm Drain Cleaning

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

For the comprehensive Third Capital Project Log, [click here](#)

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



Laguna Woods Village®



The Results are In!

Congratulations to the new and returning United Directors: Cash Achrekar, Manuel Armendariz, Reza Bastani, and Juanita Skillman. Welcome to all. United looks forward to a very productive year. The final tally:

Juanita Skillman: 1,509 (29.7 percent)

Manuel Armendariz: 1,455 (28.7 percent)

Cash Achrekar: 1,287 (25.3 percent)

Reza Bastani: 818 (16.1 percent)

Overall Voter Turnout: 1,983 (31.8 percent)



Board actions in September

By United Secretary Maggie Blackwell

Final approval September 12:

A \$50 fee will be charged to a member for missing a scheduled maintenance or repair service appointment without a 24-hour cancellation or reschedule.

Standard utility improvements and replacements (i.e. A/C units, water heaters) within common area are allowed close to the unit wall, subject to a Mutual Consent approval which requires a recordable access at the Orange County Clerk's office.

Atrium enclosure involving a wall in common with a neighbor is no longer a standard alteration. This type of improvement could have an impact on a neighbor's unit, and requires a Variance subject to review by the United Architectural Control and Standards Committee and ultimately acted on by the Board.

A \$250 flat fee, Good Faith Conformance Deposit, is required for all alterations that require a Manor Consent or Variance. The Deposit is to assure that no damage to Mutual property occurs, and all regulations regarding hours, parking, smoking, waste removal, etc., are followed. Unused deposits

will be fully refunded, upon request by the member at final sign-off of the permit.

Hot Tubs are not allowed on a balcony or in an atrium with a common wall. Tubs must be portable, drained only into sanitary sewer, not create a nuisance, and closed and locked when not in use. Members must show proof of liability insurance in the amount of \$200,000 per occurrence.

2018 Business Plan was approved, reflecting an increase of \$6.86 for United and \$4.96 for GRF, resulting in a total of \$11.82 per Unit per month.

New items reviewed by the Board in October:

- Suspension of cable/internet when a member is 60 days or more delinquent in assessments, late charges, or fees, until all amounts have been paid.
- Golf cart battery chargers must be elevated six inches from the floor, unattended extension cords may not be used for any purpose and are subject to a first offense fine of \$50.
- An increase in the late charge for collection of liens from delinquent members from \$20 to \$50 per month.

The Mutual's Financial Qualifications Policy was also reviewed by the Board and will receive final action in December, so if you have comments, send them in.

How to Make Your Voice Heard

By United Secretary and Communications Chair Maggie Blackwell

This year, Boards have experienced upset residents, unfamiliar with board meetings who come ready to shout, afraid they will not be heard. Our Village Boards pride themselves on following Robert's Rules of Order to ensure fairness. State law requires that at the right time, noted on agendas, residents will be heard. The Chair must control discussion to allow a transparent, fair, and orderly hearing.



Robert's Rules help decisions to be made with less confusion. Members may speak during "Member Comments" and on agenda items before Directors vote, so rest assured your voice is heard prior to decision making!

For better comments, be logical and brief. Do not ask questions that have already been answered. Do

not degrade others' comments.

Every speaker must fill out a speaker card and turn it in to the Assistant Corporate Secretary. Comments should be addressed to the Chair – as Mr./Madam Chair. No calling names. No debates or arguments with others. No interruptions. Follow time limits. No one may speak a second time until all have been heard, and then only if permitted by the Board. Residents and Directors must be courteous.

Those who disrupt and refuse to obey the rules can be cut off by the Chair, removed from the meeting, or the meeting may be temporarily recessed, and more.

Please understand that the Boards listen to residents' concerns, and are obligated to make decisions according to what they believe is best for United Mutual and the Village. Members invest in the Village because of the way it is managed and to enjoy an active, successful safe senior community.

For the betterment of the community, watch meetings on Village Television or on the website, or come in person. Or view meeting recaps the next morning on Village Television, and read the Breeze and weekly "What's up in the Village" blast. Get educated about the Community and help us dispel rumors, so, instead of worrying, everyone can spend more time having fun. Every board wants better communication with residents.

Work from Home? Not so Fast...

By United Director Steve Leonard

Occasionally, the question arises: "Can I operate a business from my manor?"

The answer is, "It depends." Basically, the conduct of any business, commercial undertaking or other professional activity which can cause a nuisance to other residents, or to the community at large, is prohibited.

Persons to whom you provide service may not visit your Unit for purposes related to the business activity; all contacts with clients shall be away from the Unit. Further, the business may not cause an increase in vehicular traffic, either from deliveries, shipping or otherwise; the business may not cause an increase in pedestrian traffic; your manor

address may not appear on business stationery or business cards, or in any advertising that is used to



solicit business and you may not ship, send or otherwise distribute, or receive delivery of business-related goods or merchandise at your Unit.

Policy violations can result in suspension of the use of Mutual facilities, suspension of voting privileges and a monetary penalty of up to \$500.

For a full explanation of the policy you may obtain an Application for Permit to Conduct a Passive Business from Resident Services.

Architectural Control and Standards Committee

By Committee Chair Janey Dorrell

Moisture intrusion into untreated wood causes - dry rot, which includes decay, and fungi growth that weakens affected wood unless treated. Dry rot can be prevented by keeping wood dry or incorporating alternative materials. The financial benefit of an alternative material is the near elimination of potential dry rot and related expenses.

United's Architectural Committee and VMS staff recently evaluated alternatives to wood, and selected materials such as Alumawood (embossed aluminum with a textured wood grain finish) and vinyl. Both outlast wood and aesthetically are very nice. Staff is eager to assist members with suggestions on how to incorporate these materials on patio covers, air conditioning units and heat pump covers, fences, and wooden gates.



United's consent is required for all alterations, inside and out. A City of Laguna Woods permit may also be required. All fees for permits are paid by the Member or their agent (contractor). The city permit numbers must be provided to Manor Alterations BEFORE work begins.

Wrought iron or preferably tubular steel fences require consent from Manor Alterations before installation. A City of Laguna Woods permit may be required.

An inspector must visit the site before the start of the project. Attachments to the building must be lags or metal shots only, pre-drilled with sealant applied before installation. Wrought iron must be painted black or the existing color of the building, or match current approved wrought iron already on or surrounding the building.

Wrought iron fencing is not allowed where maintenance access is needed. Concrete must not cover

sprinklers, sprinkler lines or other related items. Fencing is not allowed which encroaches on a neighbor's view -- as determined by the Alterations Division. Fencing may only border patio slabs. No fencing is allowed in garden or grass areas, or on common ground.

Meet Untied Treasurer Gary Morrison

By Breeze Volunteer Carol St. Hilaire

United Director Robert "Gary" Morrison has lived in Laguna Woods for three years, and has enjoyed every minute. He graduated with a double major in accounting and economics, and earned an MBA. He was controller of Packaging Corporation of America, and a supervisor of auditors at United Telecommunications and Sprint. He was the Assistant Athletic Director at The Ohio State University where he ran the business office and was responsible for all team travel. He also wrote all programs and set up the first shared computer system and database for athletics.



He is married to a former dentist, now teacher. They have a home in Palm Springs and enjoy spending time there with friends. He has two daughters and a son, and he enjoys his grandchildren. He plans to start working out in the gym and resume playing golf. He is passionate about politics.

As someone who likes to stay busy, Director Morrison spends a lot of time with the United Board and Committees. As the newly elected chair of the Budget Committee, he is constantly studying the financials of United and GRF. He considers a good board member to be one who listens to the residents, addressing all questions so that problems can be discussed and resolved. He tries to approach problems from all sides and make a decision that is fair and the best for the community as a whole. He understands that it is his responsibility to take issues to the CEO's office so he tries not to interfere with workers or day-to-day operations when dealing with staff.

A New Lease on Landscape

By United Secretary and Landscape Committee Chair Maggie Blackwell

Some people are disturbed by noise, some are disturbed by silence. Hopefully landscape noise will increase soon. Due to a shortage of workers, loss of our compost/mulch system, new laws and requirements, and Mother Nature, our crews have been unable to maintain the landscape rotation for months.

As a result of heavy rains last winter and leached salt from the soil – all greenery burst with astounding growth.

The Village compost system, producing some of the finest compost in the state, was halted as new regulations banned diesel engines. No mulch means increased weed growth and purchasing the amount of mulch that is needed in the Village is costly. But, good news, our system is up and running again.

New mandated slope safety training for workers is very wise, but time consuming and pulls staff off of their regular duties.



Photo by Mark Rabinowitch

A new statewide employee benefit permitting 12 weeks of paid leave for relative illness or baby leave is good for employees but difficult for crews when a member is off.

New Fire authority rules requiring the eradication and control of acacia on all slopes and removal of certain trees on west side, pulled crews from other duties to perform this maintenance.

Flourishing grass requires off-schedule mowing. Abundant tree growth necessitates off-schedule pruning. Workers are, therefore, diverted so fast growing bushes and weeds are winning – for now.

New workers, including supervisors means less expertise– but employees are energetic and learning fast.

United Landscape has about a hundred cul-de-sacs and over 1,000 buildings. Infrequent visits by landscape crews cause residents' distress, increasing service calls, and scheduling difficulties, but please know that our number one priority is safety and avoiding property damage.

Good news: One landscape crew works Saturdays. Cooler weather means slower growth. Although South Orange County has a three percent unemployment rate, we are filling vacancies, and our new workers are learning fast.

Please do not directly contact workers—they have specific tasks, and remember cleanup may be the following day. Make contact with supervisors or Resident Services by phone or email.

IN YOUR NEIGHBORHOOD

United Projects: October through November, 2017

Paint Program

Cul-de-sac 8 and 14

Wastelining Program

Buildings 35 and 36

Roof Replacement

Building 2214

Gutter Cleaning/Roof Debris Cleaning

Buildings 401-810

Fumigation Program

Building 45, 535, 867, 927, 392, 380, 525, 699 and 742.

Weeding and Pruning

Buildings 46- 55, 29- 37, 38- 45, 65- 97, 233- 265, 266-288, 319-355, 371-381, 356-370, 534- 599, 757- 773, 825- 945, 946- 960, 961- 969,

Weed Spraying

Buildings 110- 232, 233-265, 266-288, 330-370, 308-318, 319-329, 289-307, 597- 551, 815-925, 946-960,

Turf Relandscape Project

Cul-de-sacs 8 and 40

Tree Maintenance

Trimming of trees hanging over onto Paseo De Valencia near gates 2 and 4.

Additional 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, [click here](#).

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

Visit us Online!

www.lagunawoodsvillage.com



THE TOWERS *at Laguna Woods Village*

Major Changes Brewing in the Dining Room

By Breeze Volunteer Saretta Berlin

While the repainting and refurbishing of the exterior of the two Towers is the biggest story of recent years, many other changes and events are occurring throughout the buildings.

Modifications in the dining rooms include meal charges that are now underway. Each resident has a certain number of points credited to his or her account at the start of every month. Points may be used for full course dinners, for added or special dishes and, starting October 2, for lunch in the newly refurbished California Room. Points may also be accumulated to be used for guests, the only exception being the monthly brunch, which the guest must purchase. In another sweeping change, lunch or dinner meals may be ordered directly from the kitchen and picked up at stated times in the California Dining Room for an additional charge of \$2.50. Room service will also be available.



If more than the monthly amount is used, a bill will be provided at the end of the month. Any funds not used may be rolled over and saved up to, \$885. The computer will keep track and residents will be provided with a receipt showing their daily usage.

Michael Miller, Director of Dining, described the new plan as “win-win” at a series of open meetings: “Residents will see little difference in their daily dining experience, but if they miss a meal or choose not to order certain courses, they will be able to use those points toward guest dining fees or lunch.”

Entertainment at the Towers, a Review

By Breeze Volunteer Saretta Berlin

While the buildings were being completely refurbished and the dining rooms redesigned and decorated to enter the 21st century, Towers’ residents continued to be entertained with a variety of events.

As summer began winding down, Towers’ residents boarded a bus for a trip to The Ranch, an interesting resort restaurant located deep in Aliso and Wood Canyons that also houses the 9-hole Ben Brown golf course. Following lunch the group was transported to Laguna Beach where they

could comfortably browse the shops and galleries now that tourist season had ended.

The Pizarro Brothers appeared early in the month with the high energy performance that is their trademark. Long-time Village residents have welcomed the brothers' performances since they were kids and enjoyed the novelty of seeing Angelo, the little one keep up at the keyboard with Dominic, his older brother. Now of course they are seasoned recitalists, both are in college-level music programs, and their polished performance is an opportunity to see two gifted piano/vocalists who happen to be brothers.



Later in the month, residents filled a bus for a trip to Rogers Gardens, where the installation of the Halloween decorations is an annual event. Fresh plants and flowers are used along with dried arrangements and unusual garden ornaments to create a world of fantasy and color. Fresh and dried vegetables and herbs were also used in creative ways. Cell phone cameras clicked away as an appreciative audience gathered ideas for home displays.

The Activities Department keeps the Crystal Patio, open as long as the evenings are warm, with an early fall Patio Party featuring entertainer John Cosgriff along with \$3 cocktails, nibbles and soft drinks.

The Halloween Celebration at The Towers began with a Trick-or-Treat event for the little ones. Preschool youngsters in costume delighted the crowd as they dashed through Lortscher Hall, picking up candy along the way. Later in the month residents enjoyed the annual Halloween Party, where residents were encouraged to create costumes. Prizes were given for the most creative, the funniest, the most similar to the original and the best duo.



FOR MORE INFORMATION ABOUT THE TOWERS, CALL 949-597-4278
OR VISIT WWW.TOWERSATLAGUNAWOODSVILLAGE.COM

About Us

This newsletter is put together by all of the housing Mutuals and GRF. If you have comments about this newsletter, please contact JoAnn diLorenzo, GRF Secretary, at joanndilorenzo914@gmail.com, Burt Baum, Third Secretary at bsqrd54@gmail.com, Maggie Blackwell, United Secretary at maggibewell@comline.com, or Katy Howe, General Manager at the Towers at katy.howe@associa.us.

Village Breeze Editor-in-Chief: GRF Director Joan Milliman

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 lagunawoodsvillage.com and click on "Contact Us" on the left side of the page.