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ABOUT GVA

WHO WE ARE AND WHAT WE DO



Garden Villa Association
Representing Residents of All 3-Story Buildings

WHAT WE ARE AND WHAT WE DO

- A registered Club in Laguna Woods Village, since 1993
- Representing over 2,000 residents of 3-story buildings.
 - 53 Garden Villa buildings
 - 28 LH-21 buildings
- Structured to support 3-story residents and quickly communicate with them
 - Board of directors made up of
 - Seven Regional Representatives with responsibility for approximately 12 buildings each – elected by Building Captains in the Region
 - Officers who must also be Regional Reps
 - Slots for 2 promising Building Captains
 - A Building Captain for each building – elected by the building residents (there are several buildings without a Building Captain)
 - Building Captains help keep buildings in good shape by reporting needs, educate residents, help residents with building related problems, report unresolved issues to Regional Reps
 - Annual formal training seminar for building captains and Regional Reps
 - Bi-monthly General Membership Meetings that include presentations by VMS staff and third Mutual Board Members
- Working with Third Mutual
 - Helping facilitate their goals
 - Communicating to 3-story building residents through our tree of Regional Reps and Building Captains

- Obtaining information that Third Mutual needs from 3-story building residents
- Serving on Third Mutual Committees
 - Resident Policy and Compliance Committee
 - Rec Room Committee
 - Landscape Committee
- Recommending Resolutions to facilitate smooth running of community
- We never ask for anything without a commitment to do our part

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**GVA INTERACTION
WITH
THIRD BOARD AND COMMITTEES**

The GVA is a “club” that represents the interests of residents in 3-story buildings. We are not a part of Third Mutual. We interact with Third Mutual and its Committees to make them aware of issues and interests of our members.

GVA officers represent the interests of our members in these ways:

1. Attend Third Mutual Open Board meetings to:
 - a. Introduce issues of interest to our members
 - b. Testify on issues of interest to our members
 - c. Make the Board members aware of GVA members concerns and positions on items before the Board
2. Sit on Third Board Committees that have jurisdiction over issues that concern our members
3. Recommend resolutions to the Third Board regarding issues of interest to our members
4. Provide Third Board information regarding 3-story buildings and the interests of residents of 3-story buildings
5. Provide communication from Third Board to our members

The various Third Board Committees conduct Open Meetings, which GVA representatives attend and have the opportunity to gain information, make requests and testify on GVA-related items before the Committee.

GVA members have an opportunity and right to make their individual input to the Third Board and Third Committees, also. In doing so, they are representing their own interests or that of their building.

GVA members also can serve on Third Mutual Committees. The chairs of Third Board committees are the ones who choose their committee advisors.

For example, at the first gathering of the new Third Board it will determine who will be the chairs of each of the committees, and they will then choose their advisors after residents have come forth to volunteer. Those selections usually take place over a period of time during the year. That doesn't mean, for example, that a resident will be chosen to be an advisor on a Committee unless that person has had experience and knowledge of the area of responsibility of that Committee.

Some of the committee chairs choose advisors that they've already pre-selected and know that they'll have good input to the committees. There will still be openings for advisors as the year goes along. The Third Board is always looking for advisors for the committees as they get to know people and become aware of their knowledge, expertise in a particular area or ones who have potential.

WE NEED EACH OTHER

When is it best for individuals to interact directly with the Committees or Board?

It is Best to Represent Your Own Interests When:

1. You are dealing with items or issues involving the interior of your manor; such as obtaining a permit for construction.
2. You are dealing with a violation that you have committed.
3. A resident is requesting a variance such as removal of a tree

For issues involving your building and its residents, that have not been resolved it is usually best to request help through Resident Services before involving your Regional Rep or officers of the GVA. You can reference a resident's request and say that you are the Building Captain. But, when that doesn't work, you should go to your Regional Rep for help.

When there is the desire or need to change Third Mutual rules, such as wanting to become a non-smoking building, it is best to use all of our combined resources to work out a plan to most effectively approach Third Board.

Garden Villa Association Representing Residents of All 3-story Buildings

The Garden Villa Association Bylaws

Revised October 24, 2024

Article I

The name of this organization is the Garden Villa Association. We are dedicated to representing the needs of all residents in 3-story buildings in Laguna Woods Village.

Article II

Definitions

"At Large Board Member" - is a Building Captain who is a member of the Governing Board, elected by a majority of the Governing board.

"Building Captain" - is a resident of a building selected by the building residents to represent their needs.

"Emeritus" - past presidents shall be afforded Emerita status, which means that they are advisors to the Governing Board and may attend all Governing Board meetings, without a vote.

"Fiscal Year" of the Association will be the calendar year.

"Garden Villa"- as referred to in these Bylaws, refers to all 3-story building within Laguna Woods Village.

"General Membership Meeting" - periodic meetings to which all Members are invited.

"Governing Board" – consists of Regional Representatives and At-Large Board Members.

"Member" - is any resident of a manor in any three-story building.

"Notice" – can be provided electronically.

"Officers" – consist of a president, vice president, secretary treasurer and communications director.

"Regional Representative" - is a Building Captain who assists Building Captains within a designated Region.

"Voting Members" – Consists of at-Large Board Members, who each have one vote and Regional Representatives who have one vote per region. Officers serve a dual role of Regional Rep plus officer duties, therefore they vote only as Regional Reps. Emeritus status members shall not have a vote on the Governing Board.-

Article III

Purpose

To facilitate communications between Members and the Garden Villa Association to assist in the care and maintenance of the buildings and quality of life of residents in three-story buildings.

To promote livable and well-maintained buildings and surrounding common areas for the Members by facilitating communication within 3-story buildings and the community's governing entities, including: Third Mutual, the Golden Rain Foundation and the managing agent.

To **encourage participation** by Members in the decision-making process in matters affecting any Members of three-story buildings.

Article IV

Building Captains

A Building Captain is a resident of a three-story building **selected** by the residents of the building. If a Building Captain position remains vacant for at least six months the Governing Board may propose a building captain for that building. The proposed appointment will be posted, with proper contact information, within the affected building. If no objections are received before the following GVA board meeting the appointment will be confirmed by a vote of the Governing Board.

Article V

At Large Board Members

Building Captains are eligible to be elected as an At-Large Board Member. There shall be a maximum of three At-Large Board Members.

Officers

The Officers of the Association shall be: a president, vice president, secretary, treasurer, and Communications Director, all of whom shall be members of the Governing Board.

President - shall be the chief executive officer of the Association and shall preside at all meetings.

Vice President - shall perform such duties as the President may assign. In addition the vice president shall be acting President, performing the duties of that position, if the President is absent or unable to act.

If neither the President nor Vice President is available, the secretary, then treasurer will assume duties of the president. If no officer is available, the Governing Board, by **majority**, may select a Governing Board member to act on an interim basis.

Secretary - shall keep minutes of general membership and board meetings and confirm meeting notices have been distributed. The Secretary shall have custody of such books and papers as the Governing Board may require and, in general, perform all duties incidental to the Office of the Secretary.

Treasurer - shall prepare a financial report for the GVA, to be reviewed at every board meeting. Shall receive and deposit all contributions and funds received by the Association, disburse funds as directed by the Governing Board and maintain appropriate records of such transactions.

Communications Director - shall ensure the timely dissemination of information to member and the community through various channels, including emails, flyers, news articles, etc., while keeping all records and documents current and accessible.

Other Officer positions may be proposed by a majority vote of the in-attendance Governing Board. Such proposals require 30-day notice to members before being voted on by the Governing Board.

Article VI

Governing board

Composition - The Governing Board shall be comprised of the Regional Representatives from each of the nine regions and the At-Large Board Members.

Duties - The Governing Board shall have all the powers and duties necessary to the operations of the Association and for the accomplishment of the purposes of the Association.

Article VII

Election and Terms of Office

Building Captains shall be selected by each building's residents. The term of office shall also be determined by the residents of each building.

Regional Representatives shall be selected by the Building Captains in that designated region.

At-Large Board Members shall be nominated by an existing board member and voted upon by the Governing Board.

Officers are elected at the October board meeting of even-numbered years, by a majority vote of the Voting Members who are present.

Notice of the Election Meeting shall be provided to the Voting Members electronically at least fifteen (15) calendar days prior to the Election Meeting.

Officers and At-Large Members serve two-year terms, beginning January, following the October election.

Article VIII

Vacancy

In the event an officer, Regional Representative or an At-Large Board member resigns their position or fails to attend two consecutive board meetings without prior notification to the president, the Governing Board may declare the position vacant. A date to fill the vacancy will be determined, and the affected party will be notified by a board-selected representative of the vacancy and the meeting date of the intent to fill the vacancy. The Governing Board may fill the remaining term of the vacancy by majority vote on the date selected for action.

Article IX

Meetings

The Governing Board shall meet at least bi-monthly and at such times and place to be determined by the Governing Board.

All binding decisions at the Governing Board meetings shall require a quorum of at least 50% of board members in attendance. When a Regional Representative or At-Large Board Member is unable to attend a meeting, they may appoint a Building Captain or 3-story building resident to represent them, with full voting privileges. All issues subject to a vote shall be determined by a majority of those present. Notice of Governing Board meetings shall be provided electronically.

General Membership Meetings shall occur every other month on the odd months. Notice will be sent electronically to Regional representatives, who will then send to Building Captains, who are encouraged to share it with residents.

Article X

Committees

The President and the Governing Board may jointly appoint, or cause to be appointed, any committee for any purpose.

Article XI

Amendments

Notice of meeting to amend the bylaws shall be provided electronically to the Governing Board, at least fifteen (15) calendar days prior to such meeting.

These Bylaws may be amended at any regular or special meeting of the Governing Board, provided a quorum of at least 50 percent of the Governing Board members is present. Passage requires 2/3 of those Governing Board members present.

Article XII

Rules of Order

Robert's Rules of Order Newly Revised shall be the parliamentary authority for all matters of procedure not specifically covered by the Bylaws.

ARTICLE XIII:

Dissolution or Merger


In the event of the dissolution or merger of the association, no officer, Regional Representative, Building Captain or Member shall be entitled to any distribution or division of its remaining property, assets, or proceeds. The balance of all money and other assets or property owned, held or received by the Association from any source, after the payment of all debts and obligations of the Association shall be distributed to the Laguna Woods Foundation.

Article XIV

Ratification

I certify that I am the duly elected and acting Secretary of the Garden Villa Association and that the above Bylaws, are the Bylaws of The Garden Villa Association as amended by the Governing Board on XXXX

Cindy Baker, Secretary


Dated: October 27, 2024

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Garden Villa Association Representing Residents of All 3-story Buildings

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GVA PRESIDENT DUTIES



Garden Villa Association
Representing Residents of All 3-Story Buildings

PRESIDENT DUTIES & RESPONSIBILITIES

1. Maintain structure of GVA w/captains in all buildings and Regional Reps
2. Schedule bi-monthly general meetings on 2nd Thursday of month
3. Ensure all is OK in meeting room in CH5 (Room 1) for general meeting
 - Create agendas and print agendas
 - Turn in attendance form to CH manager following meeting
 - Prepare and present President's remarks
 - Moderate meeting
4. Invite guest speakers, get bios and designate a GVA officer to handle publicity in Globe and TV6
5. Run governing board meetings a week prior to general meetings
6. Inform Recreation Dept know when there is a change in officers for mailings of room rental info and Presidents Council
7. Encourage Building Captains and Regional Reps to hold meetings occasionally to encourage camaraderie and to hear their issues.
8. Conduct Building Captain Workshops
9. Designate a GVA Board Member to maintain roster of Building Captains and Co-Captains
10. Be familiar with publications we use, i.e. Residents Handbook, the Landscape Manual, Traffic rules, CC&R's, all available at VMS
11. Attend building meetings when invited
12. Help find new captains with the regional reps
13. Receive the Monthly Memo from the office to schedule important meetings and distribute to GVA Board members
14. Interact with staff and VMS on all projects and issues related to GVA residents
15. Update directories for captains w/no regional rep or captain w/no computer
16. Attend Third Board meetings
17. Designate a Board member to attend M&C meetings
18. Designate a Board member to attend Landscaping meetings
19. Designate a Board member to attend Third Mutual Finance Committee meetings
20. Check project log
21. Interact with other Third committees, especially w/Finance and Energy.
22. Make suggestions to M&C and third Mutual Board on behalf of GVA residents when necessary
23. Sit on Third Board's Rec Room Subcommittee and participate as needed
24. Sit on Third Board's Resident Rules Committee
25. Know what surcharges are all about and keep eye on them
26. Make suggestions at budget time in behalf of building's needs for renovations of Mailrooms, Lobbies, Laundry Rooms, etc.
27. Moderate Candidate Interview Sessions with Third Board Candidates at Election time
28. Counsel Regional Reps or Building Captains upon request

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Garden Villa Association
Representing Residents of All 3-Story Buildings

REGIONAL REPRESENTATIVES

Regional Representatives make up the Governing Board of the Garden Villa Association.

DUTIES AND RESPONSIBILITIES

1. Distribute material from the GVA to Building Captains for posting in their respective buildings.
2. Ensure there is a Building Captain in each building and assist with election procedures of new Building Captains as required.
3. Educate and help Building Captains understand their responsibilities. Ensure they know the procedures for obtaining needed services from the managing agent, and where to find rules or permits or answers.
4. Ensure Building Captains know to contact their Regional Representative if they have issues not resolved through the regular channels.
5. Oversee the Building Captains' responsibility of keeping their Directories up to date.
6. Know who to contact when issues from your Region need to be taken to staff or VMS. Inform the GVA Executive Board of issues in their Region so they can be followed up by Third Mutual or staff.
7. Conduct occasional meetings with the Building Captains in their Region to ensure all are informed and advised of current policies. Answer any questions that come up.
8. Participate in and conduct the interviews of candidates running for Third Mutual;
9. Vote and make recommendations on behalf of the Garden Villa Association.
10. Elect the Executive Board.

BALCONIES AND BREEZEWAYS

BBQ REGULATIONS

Barbecue Rules & Regulations

Resolution 03-24-02; January 16, 2024

I. Purpose

The purpose of this document is to define the policies of Third Laguna Hills Mutual (“Third”) regarding the use of Barbecue Grills.

II. Definitions

For the purposes of this policy:

a. Barbecue Grills are devices that cook food by applying heat from below. There are three categories of grills:

1. Gas-fueled grills cook food with gas jets located under its cooking surface; they typically use propane, butane, or natural gas as a fuel source, and generate an open flame for grilling or smoking;

2. Charcoal grills are home grills that use lump charcoal or charcoal briquettes as a heating source to cook food; the charcoal fuel is located under the grill grates, and generates an open flame for grilling or smoking;

3. Electric grills cook and smoke food by using heat generated by an electric element; electric grills include pellet grills which use electricity to heat a rod that ignites wood pellets, and it's the heat and smoke from those wood pellets that cook and flavor food;

b. Common Area means the area which is available for use by more than one person.

c. Governing Documents are defined as the Articles of Incorporation, Bylaws, the recorded Covenants, Conditions, and Restrictions (CC&Rs); and any rules and regulations adopted by Third. Any reference to the “Governing Documents” shall, for purposes of this Policy, be deemed a reference to the Community Rules set forth in this definition.

d. Member is defined as any person entitled to membership in Third.

e. Multi-story building residential facility means a building or portion thereof that contains more than one story of dwelling units.

f. Single-story building residential facility means a building or portion thereof that contains only one story of dwelling units.

III. Conditions

Permitted in Third:

a. Gas-fueled grills and Electric grills are permitted in all buildings (including all multi- and single-story buildings);

b. Propane tanks are not to exceed the standard propane tank size of 20 pounds which are the tanks one commonly sees at exchange stations located at grocery stores, home improvement stores, and gas stations; a 20-pound propane tank holds about 4.5 gallons of propane and weighs about 37 pounds when full;

c. Charcoal grills are permitted only in single-story buildings; Charcoal grills are not permitted in multi-story buildings;

Third Laguna Hills Mutual
Barbecues Rules

Resolution 03-24-02

IV. Enforcement

Third is authorized to take disciplinary action against a Member found to be in violation of the Barbecues Rules. When a violation occurs, the Board is obligated to evaluate and impose if appropriate, member-discipline as set forth in the governing documents. The

Board of Directors has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action.

The Member is entirely responsible for ensuring that the rules, regulations, and policies are followed by anyone they allow into the community. This includes any Co-occupant, lessee, guest, care provider, vendor, invitee or contractor.

A complaint may be registered with the Compliance Division by calling 949-268-2255 or compliance@vmsinc.org or by calling the Security Department

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[BREEZEWAY AND BALCONY PLANTS](#)

Faced with a prohibition on breezeway and balcony plants, the Garden Villa Association established a reasonable approach with the Third Mutual M&C and Landscaping committees with regard to breezeway and balcony plants.

In the interest of cooperation with our Third Mutual committees, your Association is encouraging its members to make a real effort to eliminate the bones of contention. Therefore, all building residents are asked to exert their best efforts to eliminate the following potential problems in their buildings.

1. Plants should not exceed 15 percent of the balcony area and may not be placed more than six feet from a manor's front door. Excessive pots must be removed.
2. Potting supplies and gardening equipment such as garden tools, empty pots, dirt, fertilizer, etc., must not be stored on breezeways. They must be kept inside the resident's manor or in their storage area.
3. Standing water must be eliminated. Potted plants must have excess water removed immediately.
4. Water must not be allowed to run on the floor or drip onto the lower levels.
5. Potted plants and other objects must not obstruct access by staff or emergency equipment (four foot clearance, minimum).
6. All pots must be kept off the breezeway and balcony surfaces using a platform with legs or wheels.
7. Every nail, screw or hook must be checked to be sure that they are not rusting and are solidly mounted and cannot cause dry rot.
8. Hanging plants must have sturdy mounts and cables. There must not be any danger that they may fall and cause injury or damage to the next level.
9. When watering hanging plants, a catch basin must be kept in place until there is no more dripping.

Your Association realizes that adherence to these rules requires an effort by the building captains and cooperation by all of the residents in the buildings. The alternative is that Third Mutual will find it necessary to remove the offending items.

Which would you prefer? Your cooperation is appreciated.

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**THIRD LAGUNA HILLS MUTUAL
CARE AND MAINTENANCE OF PATIOS, BALCONIES, BREEZEWAYS AND
WALKWAYS POLICY RESOLUTION 03-23-18, Amended February 21, 2023**

The purpose of this Care and Maintenance of Patios, Balconies, Breezeways and Walkways Policy (Policy) is to set out the rules for the management of some of the common areas / limited common areas within Third Laguna Hills Mutual (Third Mutual).

The walkway, breezeway, patio, and balcony areas are “common areas” or “limited common areas” with by-laws and CC&R provisions for their management and care under the direction of the Third Mutual Board of Directors (Board).

Common areas are for the use and enjoyment of all residents and while limited common areas permit exclusive use of the area, it is essential that all residents be aware of the need for the safety, attractiveness, and the prevention of damage to the building by items placed by the residents in or on the common or limited common areas of the Third Mutual’s buildings.

II. Rules

The following rules for residents address the safety, attractiveness, and prevention of damage issues. Residents should take whatever corrective action is necessary to manage those items they have placed outside their manor. The Board is authorized to take disciplinary action against a Member found to be in violation of this policy. The Board has the authority to interpret this policy and to impose monetary fines, suspend Member privileges, and/or bring forth legal action. Refer to the Member Disciplinary Process for further information.

1. All plants must be suitably potted with adequately sized saucers to collect excess water and elevated. Pots too large to be moved by the owning member must be on casters so that members or Staff can easily move them, as needed. Care must be used to control the amount of water given to these plants so as not to run over the saucer and collect on the floor surface or fall to a lower level of the building on people, windows, or other objects belonging to neighbors.
2. Plantings, and growing of herbs, tomatoes, vegetables, fruit trees, or any other crops in the patios, balconies, breezeways, and walkways are prohibited, whether in pots or planted in the ground.
3. Items, including plants, statues, furniture, etc., may be placed directly outside a manor’s front door on the floor and shall be limited. Adequate clearance is required to allow for easy walkway access along the area (at least in number and size to allow for a 48-inch clearance as required by law).
4. Potting supplies and gardening equipment such as garden tools, empty pots, dirt, fertilizer, etc., must not be stored on breezeways. They must be kept inside the Manor or their storage area.
5. Plants, etc., must adhere to the “Plants and Limited Common Area Walls Policy”.

Third Laguna Hills Mutual Care And Maintenance Of Patios, Balconies, Breezeways And Walkways Policy Resolution 03-23-18

6. Nail, screw, or hook must be checked to be sure that they are not rusting and are solidly mounted and cannot cause dry rot.
7. In multi-Story Buildings, hanging plants must have sturdy mounts and cables. There must not be any danger that they may fall and cause injury or damage to the next level.

Hanging plants or hanging objects are prohibited in breezeways and walkways. Wind chimes are prohibited.

8. Furniture and items designed for indoor use are not allowed.
9. All plants shall be maintained by the resident in a healthy, well cared for condition, properly watered and pruned. Non-plant items shall be maintained clean and in good repair.
10. Potted plants are not to be placed on railings in common or limited common areas.
11. No items are allowed to be stored under stairways in common areas.
12. Items that constitute a nuisance to one's neighbors should not be placed in common areas or limited common areas. Examples are food, or water, which will attract birds, insects, or other animals. Residents are encouraged to resolve amicably differences or disputes involving such items.
13. A resident's balcony and patio area adjoining a manor is limited common area. This area needs the same care and protection as our walkways and breezeways to prevent dry rot, decay and mold of surfaces. Therefore, only a limited number of potted plants on the balconies of multistory buildings is allowed, without the prior written approval of the Third Mutual Board. No more than 15% of the total floor area of a balcony may be used for potted plants.
14. Landscape crews will not care for a resident's personal items placed in common areas unless arranged through the Resident Services Department as a chargeable service.

Any building, by majority decision, may establish additional rules for its own use, providing the rules are not in conflict with the above guidelines. The Board shall resolve any disputes or misunderstandings relating to common areas and limited common areas. We ask each resident to read these guidelines and take whatever corrective action is necessary for the care and protection of property where plants and items have been placed outside manors.

Resolution 03-16-117 Revised November 18, 2016 is hereby superseded and cancelled.

Care & Maintenance of Garden Villa Style Patios, Balconies, Breezeways & Walkways in Three Story Buildings

I. Purpose

The purpose of this policy is to set forth guidelines by Third Laguna Hills Mutual (TLHM) for the safety, attractiveness and prevention of damage to buildings from items placed by the residents in “Common Use Area” and “Exclusive Use Common Area.” that are resurfaced and color coded.

II. Definition

- a. Building Social Areas – are color coded areas designated at each first floor breezeway and are Common Use Areas.
- b. Breezeway – the Common Use Areas on the first floor for use by all residents.
- c. Color-Coded Common Areas - areas located at the entrance of the manor where the Resident, of the manor, may place plants, furniture and statues within the color-coded area. This includes striped areas designated for a manor’s plants and furniture.
- d. Common Use Area - areas for the use and enjoyment of all residents, and may not be used for the private use of residents. The walkways, breezeways and building social areas are considered Common Use Areas.
- e. Exclusive Use Common Area – area designated on the original floor plan of the unit for the exclusive use of resident of the manor. Patios and balconies are considered Exclusive Use Common Areas.
- f. Governing Documents - the Articles of Incorporation, Bylaws, Covenants, Conditions, and Restrictions (CC&R’s), and any rules and regulations adopted by the Board.
- g. Manor – a residential condominium unit in TLHM.
- h. Member – a person who has been approved by TLHM as being entitled under the Governing Documents of TLHM to membership in TLHM and has an appurtenant right of membership in the Golden Rain Foundation.
- i. Resident – person who has been approved by the Board of Directors for occupancy.
- j. Staff - Employees authorized to act on behalf of TLHM.
- k. Walkway – Common Use areas on floors 2 and 3.

III. Terms & Conditions

- a. All plants must be “suitably potted” to not create a nuisance. Pots must be of appropriate size, strength and aesthetically compatible with guidelines set by TLHM. Pots must have adequately sized saucers to collect excess Care & Maintenance of Patios, Balconies, Breezeways & Walkways in Three Story Buildings

Adopted:

water, and elevated by sturdy platforms with casters. Care must be used to control the amount of water given so as not to run over the saucer and collect on the floor surfaces or fall to a lower level of the building on people, windows, or other objects belonging to neighbors.

- b. The planting and growing of tomatoes, vegetables, fruit, or any other crops on patios, balconies, breezeways, walkways and in Common Areas is

prohibited; whether in pots or planted in the ground. These types of plants draw vermin and insects, making them unsuitable for the wellbeing of building residents.

c. Item such as: Plants, statues, and furniture may be placed outside a manor's front door, on the floor and shall be limited, so as to not create a hazard or impede walkway and breezeway access. Adequate clearance is required to allow for access through the area with a minimum of 48-inch clearance as required by law. Pots must be placed at least 18 inches away from all walls, or as determined by the Compliance Division. For manors on the first floor, the items mentioned above may only be placed within the color coded designated areas in the breezeways.

d. Potting supplies and gardening equipment such as garden tools, empty pots, dirt, and fertilizer must not be stored on breezeways or walkways.

They must be kept inside the Manor or an enclosed storage area.

e. Nothing may be attached to TLHM walls. Hangings on the front door of a manor are permitted.

f. Furniture and items designed for indoor use are not allowed to be placed in the Common areas.

g. All plants shall be maintained by the resident in a healthy, well cared for condition, properly watered and pruned. Non-plant items shall be maintained clean and in good condition.

h. Items that constitute a nuisance to one's neighbors should not be placed in Common Use Areas or Exclusive Use Common Areas. Examples are: food or water which will attract birds, insects, or other animals. Residents are encouraged to resolve amicably differences or disputes involving such items. Wind chimes are prohibited at all 3-Story Buildings.

i. A resident's balcony and patio area adjoining a manor is Exclusive Use Common area. This area needs the same care and protection as walkways and breezeways to prevent dry rot, decay and mold of surfaces. Therefore only a limited number of potted plants on the balconies of multistory buildings are permitted, without the prior approval of TLHM. No more than 15 percent of the total floor surface area of a balcony may be used for potted plants.

j. Landscape crews will not care for a resident's personal items placed in Common Use Areas or in Exclusive Use Common Areas unless arranged through the Resident Services Department as a chargeable service. Care & Maintenance of Patios, Balconies, Breezeways & Walkways in Three Story Buildings

Adopted:

k. Residents are responsible for the removal and replacement of items such as; plants, furnishings, and statues that have been placed in Common Use Areas and in Exclusive Use Common Areas when requested to be moved for cleaning and/or maintenance/construction. TLHM may offer staff to move such plants, furnishings and statues as a chargeable service.

l. TLHM shall be responsible for landscaping and maintaining the breezeways in a manner that enhances the living space for the benefit of all building residents.

m. Building Social Areas will have landscape provided and maintained by TLHM. Building residents may collectively decide on furnishings for these areas, at the expense of the building residents within approved guidelines.

n. Use of the Building Social Areas may not create a nuisance to neighbors.

o. Any building, by majority, may establish additional rules, providing the rules

are not in conflict with the above guidelines.

p. The TLHM Board of Directors shall resolve any disputes or misunderstandings relating to common areas and limited common areas.

IV. Enforcement

TLHM is authorized to take disciplinary or suspension action against a Member found to be in violation of this Policy. The Board of Directors has the authority to impose monetary fines, suspend privileges, and/or bring forth legal action upon Member who is in violation of the Governing Documents and rules.

Member is personally responsible for ensuring that the rules, regulations, and policies are followed by anyone they allow into the community. This includes any co-occupant, lessee, guest, care provider, vendor, invitee or contractor.

A complaint may be registered by calling the Security Department at 949-580-1400 or anonymously via the Compliance Division at 949-268-CALL or

compliance@vmsinc.org.

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Garden Villa Association
Representing Residents of All 3-Story Buildings

Elevator Pad Procedures

Resident must call security at 949-580-1400 on the moving date in order to alert security that installation of pads in the elevator will be needed.

When arriving at the gate with a moving truck (either full or empty), the resident must advise the gate ambassador that the truck has arrived and ask him/her to alert security in order to have the pads installed.

Nothing may be moved in or out until the pads are installed.

The resident who is moving must sign for the pads on the day of installation and removal.

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BUILDING CAPTAIN DUTIES

GARDEN VILLA DUTIES

Garden Villa Association
Representing Residents of All 3-Story Buildings
BUILDING CAPTAIN DUTIES
GARDEN VILLA BUILDINGS

Note: Building Captains are not referees or arbitrators in personal disputes

1. Report common area and building exterior maintenance issues and follow up to completion
2. Visually inspect building for safety issues and/or repairs
3. Report security issues to Security
4. Distribute bulletins and notices to residents to share information about the building, the GVA and Third Mutual that may be of value to them.
5. Post reminders about laundry room etiquette and proper use of laundry equipment
6. Support activities of mutual interest to residents
7. Report water leaks to Resident Services or to Security after hours
8. Report improper wiring in underground parking area to Security
9. Schedule use of the Recreation Room, if applicable
10. Report any improper use of Recreation Room to Security, i.e. commercial use, residential use
11. Remind residents of proper use of garbage chute and recycle bin. Ensure residents know which items are and are not acceptable
12. Request movers to obtain pads for the elevator from Security
13. In the event of a fire, call 911 and help and encourage residents to leave the building promptly
14. Instruct residents on their responsibility to contact Resident Services for repairs, leaking water, etc.
15. Instruct residents to contact Security for help when needed for any perceived disturbances caused by a neighbor
16. Welcome new residents with packet we've devised
17. Update building directories (Lobby and Mailroom) as applicable
18. Maintain a list of all residents including their name, home and mobile phone numbers and share with building residents
19. Assist in keeping building in good condition so all residents can enjoy living in an orderly, well-maintained environment.
20. Report unnecessary clutter to Security.
21. Hold building meetings fairly regularly
22. Listen to resident inquiries and know where to research to find answers
23. Post rules/regulations on your bulletin boards for Trash/Recycle items, bulk item pick up dates, Rec Room usage, laundry room guidelines in addition to clutter in the garage.
24. Be familiar with "common" area breezeway and walkway guidelines for plant placement and other articles owned by residents

25. Post the GVA flyer prior to the meeting and the GVA minutes after the meetings and send this info via Email to residents who have Email.

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BUILDING CAPTAIN DUTIES

LH21 BUILDINGS

1. **Note:** Building Captains are not referees or arbitrators in personal disputes
2. Report common area and building exterior maintenance issues and follow up to completion
3. Visually inspect building for safety issues and/or repairs
4. Report security issues to Security
5. Distribute bulletins and notices to residents to share information about the building, the GVA and Third Mutual that may be of value to them.
6. Post reminders about laundry room etiquette and proper use of laundry equipment
7. Support activities of mutual interest to residents
8. Report water leaks to Resident Services or to Security after hours
9. Remind residents of proper use of garbage chute and recycle bin. Ensure residents know which items are and are not acceptable
10. Request movers to obtain pads for the elevator from Security
11. In the event of a fire, call 911 and help and encourage residents to leave the building promptly
12. Instruct residents on their responsibility to contact Resident Services for repairs, leaking water, etc.
13. Instruct residents to contact Security for help when needed for any perceived disturbances caused by a neighbor
14. Welcome new residents with packet we've devised
15. Update building directories (Lobby and Mailroom) as applicable
16. Maintain a list of all residents including their name, home and mobile phone numbers and share with building residents
17. Assist in keeping building in good condition so all residents can enjoy living in an orderly, well-maintained environment.
18. Report unnecessary clutter to Security.
19. Post rules/regulations on your bulletin boards for Trash/Recycle items, bulk item pick up dates, laundry room guidelines in addition to clutter in the car ports.
20. Be familiar with "common" area breezeway and walkway guidelines for plant placement and other articles owned by residents
21. Post the GVA flyer prior to the meeting and the GVA minutes after the meetings and send this info via Email to residents who have Email.

BUILDING CAPTAIN FORMS AND INFORMATION

BEST WAY TO SOLVE BUILDING PROBLEMS – WHO DO YOU GO TO?

THE BEST WAY TO RESOLVE BUILDING PROBLEMS

Sometimes three-story building residents are unsure of how to get a problem resolved. It might be excessive noise in the building, someone smoking outside their manor, a water leak, etc. What is the best way to get help? Here is a guide:

PROBLEM	WHO YOU GO TO
Third Mutual rules being violated	Anonymous Compliance Hotline 949-268-2255
Resident causing a nuisance	Call Security 949-580-1400
Water or sewage leak	Call Resident Services. 949- 597-4600 Call right away. If you are unable to speak with a Service Rep, call Security. On weekends, Call Security 949-580-1400
Elevator not working	Email Resident Services residentservices@vmsinc.org
Rec Room equipment	Email Resident Services residentservices@vmsinc.org
Building lights are out	Email Resident Services residentservices@vmsinc.org
Smoking	Call Security 580-1400– need to make sure Security gets there while smoking is going on. Make sure a report will be filed.
Parking in someone else’s space in garage	Call Security 580-1400
Fire	Call 911
Very sick person needing emergency treatment	Call 911
Landscaping problem	Email Resident Services residentservices@vmsinc.org
Rain gutter problem	Email Resident Services residentservices@vmsinc.org
Non-resident causing problem in the building	Call Security 580-1400

BUILDING CONTACT LIST EXAMPLE

< BLDG # > CONTACT LIST < DATE >				
UNIT	NAME	HOME PHONE	CELL PHONE	E-MAIL
1A				
1B				
1C				
1D				
1E				
1F				
1G				
1H				
2A				
2B				
2C				
2D				
2E				
2F				
2G				
2H				
3A				
3B				
3C				
3D				

3E				
3F				

DIRECTORY TEMPLATE EXAMPLE

	<u>LAST NAME</u>	<u>FIRST NAME</u>
1A		
1B		
1C		
1D		
1E		
1F		
1G		
2A		
2B		
2C		
2D		
2E		
2F		
2G		
3A		
3B		
3C		
3D		
3E		
3F		
3G		

**Contact Building Captain for any changes needed to this directory. <NAME
TEL# & Unit #>**

**NEW RESIDENTS
OF
GARDEN VILLA BUILDINGS**

Welcome to Building < >.

I, < > am your building captain and am here to help you in any way that I can. You can contact me:

- phone: < >
- email: < >

You can always contact me whenever you have a question or need help.

Laundry Room: Please use the Laundry Room and utilize the rules posted there. It is considerate when someone has a load in the washer that the dryer be available shortly thereafter. In other words, you're in a sharing environment, so plan your laundry accordingly. The laundry room can be used only from 7 a.m. to 10 p.m. You must be finished at 10:00 PM.

Garage: Please use storage lockers for all stored goods except grocery carts and ladders. Locks are necessary. Every locker in the garage is owned by residents here. There are none available for your use other than the ones that came with your manor purchase or lease. You have been assigned a parking space according to the condo that you bought or lease. All other spaces are assigned to other residents.

Noise: Keep noise to a minimum between 10 p.m. and 7 a.m. This includes volume of TV's, sliding closet and patio doors, and other devices, etc. Be a good neighbor to people living below you.

Rec Room: The Rec Room is yours to share with all the other residents of the building. Rules are posted in there. For proper use and clean-up. When you are ready to use a key, please see me and you can borrow mine to have one made at Home Depot or elsewhere for about. Do not add any furniture to the Rec Room. Overnight sleeping in the Rec Room is prohibited.

Mailbox: Your mailbox is in the mailroom at the garage level. If you were not provided a key for the mailbox when you moved in, please check with your previous owner or current owner if you are renting. If no key is located, you will need to request one from the U.S. Postal Service.

Directory Box: There is a directory box on the first floor and in the Mail Room. I will add your name to the directory, I just need to know how you want it to appear.

Trash Room: The trash room is located in the underground parking area, behind 2 doors (generally across from the mailroom.) There are 3 trash bins.

The **green bin** is for compostable garbage.

The **blue bin** is for recyclable goods, i.e. bottles, cardboard, paper and plastic.

The **Red bin** is for ordinary trash. Please breakdown/flatten boxes. Please put

all garbage in a heavy-duty plastic bag and tightly close.

Do not put furnishings, large items or construction materials in any of these bins.

Oversized Trash Pick-up: Large items, such as furniture, are picked up every week on < > morning. Please place items < > no sooner than the night before.

Place such items outside the trash room.

Trash Chute: Only trash bags that go into the **Red trash bin** are permitted down the trash chute in the laundry room. No boxes are allowed to be put into the trash chutes. Please put all garbage in a heavy-duty plastic bag and tightly close before dropping down the garbage chute.

Contact List: I will provide you with a list of contact names and phone numbers within the building as soon as you give me your contact information. I keep all our building neighbors' information updated as there may reasons we need to contact our neighbors.

If you have any questions, you can always contact me.

Please provide me with the resident information requested on the following page:

RESIDENT INFORMATION

First Name	Last Name
Email Address	Phone Number
First Name	Last Name
Email Address	Phone Number
Emergency Contact:	Name
Email address	Phone #

NEW RESIDENTS OF LH21 BUILDINGS

Welcome to Building .

I am your building captain and am here to help you in any way that I can. My name is <
>. You can contact me:

- by phone:
- by email:

Laundry Room: Please use the Laundry Room and utilize the rules posted there. It is considerate when someone has a load in the washer that the dryer be available shortly thereafter. In other words, you're in a sharing environment, so plan your laundry accordingly. The laundry room can be used only from 7 a.m. to 10 p.m. You must be finished at 10:00 PM.

Covered Parking: You have been assigned a covered parking space according to the condo that you bought or are renting. All other spaces are assigned to other residents.

Noise: Keep noise to a minimum between 10 p.m. and 7 a.m. This includes volume of TV's, sliding closet and patio doors, and other devices, etc. Be a good neighbor to people living below you.

Mailboxes: If you were not provided a key for the Mailbox when you moved in, please check with your previous owner. If no key is located, you may need to contact the U.S. Postal Service..

Directory Box: There is a directory box as you enter the building. I will add your name(s) to the directory as soon as you provide the information requested below.

Trash: There are 3 trash bins.

The **green bin** is for compostable garbage.

The **blue bin** is for recyclable goods, i.e. bottles, cardboard, paper and plastic.

The **Red bin** is for ordinary trash. Please breakdown/flatten boxes. Please put all garbage in a heavy-duty plastic bag and tightly close.

Do not put furnishings, large items or construction materials in any of these bins.

Oversized Trash Pick-up: Large items, such as furniture, are picked up every week on < > morning. Please place items < > no sooner than the night before.

Please provide me with the following information: (on the next page) >

Please provide me with the following resident information:

First Name	Last Name
Email Address	Phone Number
First Name	Last Name
Email Address	Phone Number
Emergency Contact:	Name
Email address	Phone #

REMINDER TO ALL RESIDENTS

As you all know, all TV's, radios, stereos, closet doors and other noises are to be 'quieted' at 10:00 P.M.

In a building such as this, we expect people to have divergent habits and lifestyles. This is fine and no one is trying to change this. Just be considerate of neighbors if your lifestyle keeps you active after 10:00 P.M. Many of us watch TV when we can't sleep... I am one of them, but I always use earphones so that only I can hear the TV or stereo.

(Costco has a set called TV Ears that is not expensive or you may buy something on line for this purpose.)

This rule is consistent with the ordinances of the Village. Please try to do your part in keeping with the regulations... Your neighbors will thank you!!!

XXXXXXXXXXYOUR NAME
Building Captain

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Garden Villa Association
Representing Residents of All 3-Story Buildings

REQUEST FOR RESIDENT SERVICES

For best results when communicating with VMS (Service Resident services):

Email Resident services at residentservices@vmsinc.org. Include your building address, manor number and your name and phone number. Then describe whatever challenge or issue you have. Emailing provides a record of your request.

Or, you may call 597-4600. If you speak to anyone, get that person's name and record the time and date of your call. Provide all the details requested.

If you leave a message, be sure to include your building address, manor number and your name and phone number. Then describe whatever challenge or issue you have. Keep a record of the date and time you called.

After one week, if you have had no response and the problem isn't fixed, send a follow-up email, call again, or go to the Resident Services Office in person. If you call, alert your Regional Representative, and GVA may be able to assist you.

IF YOU HAVE AN EMERGENCY WATER LEAK, call Resident Services right away. If you have to leave a message, do so; then, call Security at 580-1400. Someone is available 24/7 and will come out to evaluate the water leak. They are able to turn water off, call the after-hours plumber and get dryers out to blow area dry. If it is not an emergency, they will write a work order to Resident Services for the next day. They will try to stabilize the problem, but you will still be liable to fix any damage that occurs, and you may have to get your own plumber to complete needed repairs.

After hours or on weekends, call Security right away, no matter what kind of leak is occurring.

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FLOOR COVERING RESOLUTION



STANDARD 11A: INTERIOR HARD-SURFACE FLOORING

Adopted July 20, 2010, RESOLUTION 03-10-97

Revised December 21, 2010, RESOLUTION 03-10-188

1.0 GENERAL REQUIREMENTS

See Standard Section 1: General Requirements

2.0 APPLICATIONS

2.1 FIIC AND CC&R STANDARDS: All interior hard-surface flooring (including but not limited to new, different or replacement flooring) which is installed in a room within a second or third floor Condominium that is located above an area where there is no dropped ceiling immediately below, must at all times meet a field impact insulation class (FIIC) rating of 50 as defined in the American Society for Testing and Materials (ASTM) E 1007 standard, and the utilization of same by the occupants of the aforesaid Condominium must not cause any violation of Article III section 6 of the Amended and Restated Declaration of Covenants, Conditions and Restrictions. FIIC testing on interior hard-surface flooring shall only be required pursuant to the procedures described in the Interior Hard-Surface Flooring Complaint Rules. Floor coverings such as area rugs, may be included to obtain the required FIIC 50 rating; provided that these coverings must be retained as a permanent part of the interior flooring and may be replaced only by other floor coverings that provide the required 50 FIIC rating.

2.2 OWNER RESPONSIBILITIES. The Owner(s) of a Condominium (including the Condominium Owner(s) on the date of the installation and all successor Owners) where interior hard-surface flooring subject to paragraph 2.1 has been installed shall be responsible for ensuring that the utilization of said flooring at all times meets a 50 FIIC rating, and for ensuring that said flooring does not cause any violation of Article III section 6 of the Amended and Restated Declaration of Covenants, Conditions and Restrictions.



INTERIOR HARD-SURFACE FLOORING COMPLAINT RULES

July 20, 2010, RESOLUTION 03-10-98
REVISED AUGUST 2013, RESOLUTION 03-13-85

- 1. APPLICABILITY.** These Interior Hard-Surface Flooring Complaint Rules ("Rules") shall govern complaints by any Owner or resident of a first or second floor Condominium that the interior hard-surface flooring in the Condominium immediately above is in violation of Article III section 6 of the Amended and Restated Declaration of Covenants, Conditions and Restrictions and/or Section 11A of the Third Laguna Hills Mutual Alteration Standards.
- 2. WRITTEN COMPLAINTS.** Any Owner or resident of a first or second floor Condominium who alleges that the existence of and/or utilization of the interior hard-surface flooring in the Condominium immediately above it is in violation of Article III section 6 of the Amended and Restated Declaration of Covenants, Conditions and Restrictions and/or Section 11A of the Third Laguna Hills Mutual Alteration Standards, must submit a written complaint to the Mutual on a form provided by the Mutual (the "Hard-Surface Flooring Complaint Form" or "Complaint"). Upon receipt of said Complaint, the Mutual will forward a packet to the complaining Condominium Owner(s), the Owner(s) of the Condominium against which the Complaint has been lodged, and the residents of same (if different from the Owners), which packet will include the Complaint, these Rules, and a written demand that all affected parties meet and confer in person in a good faith effort to resolve the Complaint (collectively the "Meet and Confer Packet").
- 3. MEET AND CONFER PROCESS.** Upon receipt of the Meet and Confer Packet, all affected parties shall meet and confer in person in a good faith effort to resolve the Complaint between themselves. If the affected parties resolve the Complaint, they shall notify the Mutual in writing of the terms and conditions of such resolution. If the affected parties are unable to resolve the Complaint between themselves, then the complaining Owner or resident must so notify the Mutual in writing on a form provided by the Mutual (the "Notice of Failure To Resolve Hard-Surface Flooring Complaint" or "Notice").

4. INVESTIGATION OF COMPLAINTS. Upon the Mutual's receipt of the Notice of Failure To Resolve Hard-Surface Flooring Complaint from the complaining Owner or resident, then the Mutual shall: a) forward a copy of said Notice to the Owners and residents of the Condominium which is the subject of the Complaint, and b) select, retain and advance the costs for an acoustical testing and engineering expert, who shall perform FIIC testing on interior hard-surface flooring located in bedroom(s), the living room, and hallway(s), whichever is the subject of the Complaint. Testing shall not necessarily be required on interior hard-surface flooring located in the dining room, kitchen, nook, or bathroom(s). The Mutual's payment of such expert costs shall be subject to its right to obtain reimbursement of such costs by imposition and levy of a Reimbursement Assessment upon the appropriate Condominium and Condominium Owners pursuant to the Governing Documents and these Rules.

5. FIIC TESTING. All FIIC testing which is conducted under these Rules shall be performed by an expert selected by the Mutual in its sole discretion. The expert shall be experienced in the field of acoustical testing and engineering. Said expert shall promptly forward to the Mutual a written report which shall include all test results as well as his, her or its findings, opinions and recommendations. The Mutual shall forward copies of the report to the complaining Condominium Owners and residents, and to the Owners and residents of the Condominium wherein the interior hard-surface flooring at issue is located.

6. OWNER AND RESIDENT COOPERATION. All Condominium Owners and residents involved shall fully cooperate with the Mutual, its agents and experts in connection with FIIC testing. Said cooperation shall include allowing the Mutual, its agents and experts to enter, inspect, photograph, and test all Condominiums which are identified in the Complaint. If entry into a Condominium is required, such entry shall be done at reasonable times, upon reasonable prior notice, and with as little inconvenience to the Condominium Owners and residents as possible. The Board shall impose and levy a Reimbursement Assessment against the appropriate Condominium Owners and their respective Condominiums in order to reimburse the Mutual for all costs, expenses and attorney's fees which the Mutual incurs in connection with the Complaint or the enforcement of these Rules.

7. BOARD HEARINGS AND ORDERS.

i) As soon as reasonable after the Mutual receives the expert's test results and report, a hearing shall be held before the Board of Directors. At the hearing, the Board shall consider all relevant matters, including whether there has been any violation of Article III section 6 of the Amended and Restated Declaration of Covenants, Conditions and Restrictions and/or Section 11A of the Third Laguna Hills Mutual Alteration Standards.

ii) After the hearing has concluded, the Board of Directors shall determine such

actions, remedies, fines, penalties, suspensions, Reimbursement Assessments, and other orders that the Board in its discretion deems appropriate to be taken, including, but not limited to:

- (1) Imposing and levying a Reimbursement Assessment against either the Owner of the Condominium where the interior hard-surface flooring at issue is located or the Owner of the Condominium which originated the Complaint (even if the Complaint was made by a non-Owner resident in the Condominium) to reimburse the Mutual for all costs, expenses and attorney's fees that the Mutual has incurred in connection with the Complaint or its enforcement of these Rules, including the costs of FIIC testing, expert consultations, and expert reports;
- (2) Directing the Owner(s) and/or resident(s) of the Condominium where the interior hard-surface flooring at issue is located to take remedial action to correct the situation that resulted in the Complaint, submit documents verifying that such remedial action has been completed, and/or allow an expert selected by the Mutual and paid for in advance by said Owners to perform follow-up FIIC testing to verify the effectiveness of the remedial action; and
- (3) Making such other and further orders as it deems appropriate, including imposing monetary penalties and fines, imposing and levying Reimbursement Assessments, suspending the right to use any facilities owned, operated or managed by the Mutual, suspending the right to vote in Mutual elections, recommending to GRF that it take disciplinary action against the Owner(s) and/or resident(s) with respect to the Owner(s) and/or resident(s) use of GRF provided facilities and amenities, and/or setting additional hearings.

GVA BILLIARD TABLE TOPS USAGE RULES

- 1. Please always make sure that the table top is on the billiard table before using the table for food service.**
- 2. Please do not place hot dishes directly on the table top.**
The heat will radiate down to the table felt and will damage it. Instead, use a **trivet** under hot dishes.
(Trivet - metal or wooden stand often with short feet for use under a hot dish)
- 3. Please do not put liquids on the table top.** Please serve liquids from another place.

The table tops and covers are purchased from the monthly fee we all pay for maintenance of the Rec Room.

The residents of our building will be responsible for paying for any repairs to the billiard table or the table top, that are required because the above rules are not being followed.

GARDEN VILLA BUILDING GARAGE LEAKS

There are three common leaks that occur in garages:

1. Pipes leaking liquids
 - a. On weekdays these should be reported to Resident Services, preferably via email. If there is a lot of liquid leaking, make sure to include that in the email, so they will know it requires fast response.
 - b. On weekends these should be reported to Security, if a lot of liquid is leaking. Otherwise report it to Resident Services.
2. Rainwater coming in through the openings at either end of the garage – this should be reported to Resident Services.
3. Water from the first floor (floor above the garage) that is entering through the seams in concrete slabs – this is purposeful construction to allow water that has accumulated from rain or watering plants to exit rather than remain and cause erosion or rot.

REMINDERS

MANY OF US ARE GETTING
CARELESS ABOUT AREAS
AROUND OUR LOCKERS.

NO CARDBOARD OR
COMBUSTIBLE MATERIALS OUT IN
OPEN SPACES.

*NOTHING IS TO BE PLACED IN
FRONT OF FIREBOXES*
STORAGE ITEMS SHOULD BE
INSIDE LOCKERS!!!

THE FIRE MARSHALL IS
INSPECTING REGULARLY SO
PLEASE KEEP US FROM GETTING
CITATIONS.

THANKS SO MUCH FOR YOUR COOPERATION!!!

GVA REC ROOM RULES

ADDITIONAL GARDEN VILLA REC ROOM BUILDING RULES ESTABLISHED BY EACH BUILDING

The use of Rec Rooms in Garden Villa Buildings is subject to the Third Mutual Resolution 03-19-84; Adopted August 20, 2019, and additional rules determined by residents of each building. These rules are enforceable by Laguna Woods Security.

Most Garden Villa Buildings Captains have a system for allocating the use of their Rec Rooms by posting a sign-up calendar in their mail rooms.

Additional rules that do not reduce or undermine the Third Mutual Resolution may be adopted by each building, by a vote of the building residents. Such rules must be published and administered in a fair and equitable manner.

3RD MUTUAL RESOLUTION



Garden Villa Recreation Room Rules
Resolution 03-19-84; Adopted August 20, 2019

I. Purpose

The purpose of this document is to define the policies of Third Laguna Hills Mutual (“Third”) regarding the use of Garden Villa Recreation Rooms.

II. Definitions

For the purposes of this policy:

- a. Building Captain - a volunteer resident of a Garden Villa Unit who provides assistance to residents of the building they are assigned to.
- b. Community Rules - the Articles of Incorporation, Bylaws, the recorded Covenants, Conditions, and Restrictions (CC&Rs); and any rules and regulations adopted by Third. Any reference to the “Governing Documents” shall, for purposes of this Policy, be deemed a reference to the Community Rules set forth in this definition.
- c. Garden Villa Recreation Rooms – are located in 53 Garden Villa buildings.
- d. Rec Room – a room in each building used for a variety of purposes; has restrooms, refrigerator, stove, billiard table, card tables, and chairs. Also known as a “Recreation Room”.
- e. Residents are defined as an individual approved to reside in a Garden Villa Unit.

III. Conditions

- a. Recreation Rooms in Garden Villa buildings may be used only by residents of the building and guests of residents. A resident must be present in the Recreation Room when non-residents use the Recreation Room.
- b. Scheduling the use of Recreation Rooms is the responsibility of the Building Captain.
- c. All residents (including lessees) are entitled to have a key to the Recreation Room. Keys may not be reproduced and given or loaned to any non-resident.
- d. Recreation Rooms may not be used for commercial purposes of any kind, for overnight sleeping, as a place to live or for a place to house and use exercise equipment.
- e. Residents who live in a Garden Villa building and are members of a Club registered with the Recreation Services Department may use the Recreation Rooms for meetings of that Club, provided the Resident is present at that Club meeting.
- f. No monetary or other compensation may be collected for the use of the Recreation Rooms.

- g. An insert and a plastic cover are provided for the protection of billiard tables. These are to be on the billiard table at all times, except when the table is being used to play billiards.
- h. Food, hot and cold, may be served in Recreation Rooms. Kitchen tabletops and folding tables supplied by the residents of the building are to be used for serving hot and warm foods and liquids.
- i. It is the responsibility of residents who use the Recreation Room to avoid staining the carpet or dropping food on the carpet. It is also the responsibility of residents who use the Recreation Room to clean up food dropped on the carpet and clean up any stains on the carpet. While Staff will attempt to clean carpet stains when requested, residents should be aware that the cost to clean, repair and replace carpet adds to the cost of maintaining the Recreation Rooms.
- j. Only when the billiard table is not in use and has the protective insert in place and plastic cover on it may the table be used for food service. However, no liquids or warm or hot food may be placed on the billiard tabletop. Maintenance of billiard tables is paid for out of the Recreation Room monthly assessment paid by manor owners.
- k. The extra monthly Recreation Room assessment, assessed by the Garden Villa Association, is used for the refurbishment of Recreation Rooms. Including the original issued equipment of: counter tops, rest rooms refrigerator, stove, flooring, ceiling, heater/air conditioners, cue tips, ball rack, four card tables, 24 card table chairs, billiard table, bridge, nine cue sticks, cue stick rack, 19 billiard balls, ball rack, flooring and painting of walls.
- l. Residents may add furnishings to Recreation Rooms. It is up to each building to set and enforce its own rules regarding this. Recreation Rooms are not a dumping ground for old furniture. Manor owners are responsible for removing non-used, non-original issue furnishings left in the Recreation Rooms.
- m. Requests for repairs and replacements are made through the Resident Services Division.
- n. Recreation Rooms are cleaned every week by VMS Staff. Residents who use the Recreation Rooms are required to clean the room after usage.
- o. Food is not to be stored in Recreation Rooms other than for same-day usage.
- p. Pets are not permitted in the Recreation Rooms unless a service dog.

V. Enforcement

Third Members are personally responsible for ensuring that the rules, regulations, and policies are followed by anyone they allow into the Community. This includes any Co-occupant, Lessee, or Guest.

Third is authorized to take disciplinary action against a Member found to be in violation of the Garden Villa Recreation Room Policy. When a violation occurs the Board is obligated to evaluate and impose if appropriate, member-discipline

as set forth in the governing documents. The Board of Directors has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action. Additionally, the Board may seek reimbursement for remediation cost associated with damage to the Recreation Room.

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JANITORIAL DUTIES 3-STORY BUILDINGS

Three Story Garden Villas at 3.5 Hours at ea. scheduled cleaning or 210 minutes and LH 21 Buildings at 2.5 hours or 150 minutes each scheduled cleaning

Below times are estimates expected at each station. Also prep time and breaks are not included in these estimates (i.e. getting equipment, materials, water, parking away from building where applicable and etc.) Work listed is a minimal basic clean to meet the allotted time budgeted for each building and if other areas take more than allotted time other areas cleaning times will be reduced.

Laundry Rooms (3) (25 minutes each floor)

- Dust mop laundry room floor using approved mop
- Mop floors with cleaning solution. Before you start to mop place "WET FLOOR" signs near all doorways.
- Pick up trash and empty trash receptacles
- Clean doors by spraying the all-purpose cleaning solution on a cleaning rag
- Clean light switches by spraying the all-purpose cleaning solution on a cleaning rag
- Use the extended duster to remove any cobwebs within reach
- Dust areas within reach using a feather duster or cleaning rag
- Empty lint traps in dryers
- Change water in lint catch basins where applicable
- Clean light fixtures by spraying the all-purpose cleaning solution on a cleaning rag
- Clean windows where applicable

Lobby

GV's Only (10 Minutes)

- Vacuum carpet using an upright vacuum cleaner
- Dust furniture using a feather duster or cleaning rag
- Use the extended duster to remove any cobwebs within reach
- Pick up trash and empty trash receptacles
- Clean mirrors by spraying window cleaner on the mirror clean with a squeegee and paper towels
- Clean doors by spraying all-purpose cleaning solution on a cleaning rag
- Clean light switches by spraying the all-purpose cleaning solution on a cleaning rag
- Clean windows by spraying window cleaner on the glass clean with a squeegee
- Dust chandeliers using a feather duster or cleaning rag
- Dust areas within reach using a feather duster or cleaning rag

Safety Equipment Required. Dust Mask, Gloves, and Goggles.
Any damage must be reported to your foreman immediately.

Mail Room GV's Only (10 Minutes)

- Dust mop mail room floor using approved mop
- Mop floors with cleaning solution. Before you start to mop place "WET FLOOR" signs near all doorways.
- Dust areas within reach using a feather duster or cleaning rag
- Use the extended duster to remove any cobwebs within reach
- Pick up trash and empty trash receptacles
- Clean mail receptacles avoiding any cleaning solution from getting in mail slots

Recreation Room at Garden Villa's only (30 Minutes)

- Clean toilets by spraying the cleaning solution and scrub with a toilet bowl brush
- Clean urinals by spraying the cleaning solution and scrub with a green pad
- Clean restroom doors by spraying the all-purpose cleaning solution on a cleaning rag
- Clean light switches by spraying the all-purpose cleaning solution on a cleaning rag
- Dust areas within reach using a feather duster or cleaning rag
- Use the extended duster to remove any cobwebs within reach
- Fill paper towel dispensers
- Fill soap dispensers
- Fill bathroom tissue dispensers
- Fill toilet seat cover dispensers
- Dust mop the Restroom floor using approved mop
- Mop restroom floor with cleaning solution. Before you start to mop place "WET FLOOR" signs near all doorways.
- Pick up trash and empty trash receptacles
- Clean the following kitchen areas by spraying all-purpose cleaning solution on a cleaning rag:
 - Stove
 - Countertops
 - Refrigerator
 - Microwave
- Clean oven by spraying oven cleaner and scrub with a sponge and water
- Clean stainless steel sink where applicable by applying stainless steel solution with a sponge and water
- Dust areas within reach using a feather duster or cleaning rag
- Clean window glass inside and out using window cleaner and a squeegee
- Dust tables and chairs using a feather duster or cleaning rag
- Clean door seals, window seals and light switches by spraying the all-purpose cleaning solution on a cleaning rag

Safety Equipment Required. Dust Mask, Gloves, and Goggles.
Any damage must be reported to your foreman immediately.

Breezeways and Stairwells (3 floors 22 minutes per floor LH21 or 25 minutes for GV's due to carpeting)

- Sweep (Wash-downs are by request only and need to be evaluated by supervision)
- Clean top rails with a rag and cleaning solution. Complete cleaning of rails will need to be evaluated and scheduled outside existing service level weekly cleanings.
- **In GV's** vacuum exterior carpeted areas, Shampooing if required will be evaluated and schedules through the foreman.

Elevator (10 Minutes)

- Mop floors and mats with cleaning solution. Before you start to mop place "WET FLOOR" signs near all doorways.
- Dust areas within reach using a feather duster or cleaning rag
- Wipe down walls

Note;

This information does not include everything we do, but provides some basic information that should assist these resident/committee members.

Safety Equipment Required. Dust Mask, Gloves, and Goggles.
Any damage must be reported to your foreman immediately.

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LANDSCAPING POLICIES

FRUIT TREE AND VEGETABLE POLICY – 3RD MUTUAL

BULLETIN NO: 2023-16



INFORMATION BULLETIN Community Services Division	BULLETIN DATE	December 29, 2023
	ISSUED BY	Pamela Bashline Community Services Manager
	MUTUAL	Third Laguna Hills Mutual
	AUTHORITY	Resolution 03-23-146
	ADOPTED DATE	December 19, 2023
SUBJECT: Third Laguna Hills Mutual Revised Fruit Tree and Vegetables Policy		

On December 19, 2023, by way of Resolution 03-23-146, the Third Laguna Hills Mutual Board of Directors approved revisions to its fruit tree and vegetable policy.

A few highlights of the revised policy are summarized below:

1. The planting of any vegetables and/or new fruit trees in common areas is prohibited.
2. Members are required to maintain existing fruit trees on common area and in exclusive use common areas.
3. During the resale process, the responsibility to maintain existing fruit trees in common area may be accepted by the new member; if the new member declines to accept the responsibility, the fruit trees will be removed at no cost to the member.
4. After providing notice, any fruit trees found to be unmaintained will be removed by the Mutual at no cost to the member.

Please find the approved resolution below for your review:

RESOLUTION 03-23-146

Fruit Tree and Vegetables Policy

WHEREAS, fruit trees in the Common area were planted by or at the request of Members as part of the discontinued "Yellow Stake" program; and

WHEREAS, fruit trees are not maintained or trimmed by the Mutual and are the responsibility of the Member to maintain; and

WHEREAS, fruit trees and vegetable gardens are a known attractant and food source for wildlife and rodents, and unmaintained fruit trees exacerbate the problem; and

WHEREAS, two Garden Centers have been provided by the Golden Rain Foundation for the purpose of providing a place for residents to grow tomatoes or food crops; and

WHEREAS, there had been a significant decrease in rodent activity since Resolution 03-19-94, was put into effect;

NOW THEREFORE BE IT RESOLVED, December 19, 2023, the Board of Directors of this Corporation introduces the revised Fruit Tree and Vegetables Policy which prohibits the planting of any fruit trees in Common area and requires members to maintain existing fruit trees on common area and in Exclusive Use Common areas; and

RESOLVED FURTHER, the planting of vegetables and new fruit trees in common area is prohibited; and

RESOLVED FURTHER, existing fruit trees in Common area and exclusive use are to be maintained by the member; and

RESOLVED FURTHER, during the resale process, the responsibility to maintain existing fruit trees in common area may be accepted by the new member; if the new member declines to accept the responsibility to maintain the fruit trees, the fruit trees will be removed at no cost to the members; and

RESOLVED FURTHER, to maintain the health and safety of the members, fruit trees found to be unmaintained will be removed, after notice, by the Mutual at no cost to the member; and

RESOLVED FURTHER, Resolution 03-19-94, effective January 1, 2020 is hereby superseded in its entirety and no longer in effect; and

RESOLVED FURTHER, that the officers and agents of this corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

Realtors and escrow officers are requested to inform their staff and clients of these guidelines.

Please note: The website location for all mutual policies may change when the new website is completed.

Also, please always refer to the website for the most current documents.

Email residentservices@vmsinc.org with questions about landscaping. Thank you.

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RESOLUTION - Herbicide Spray Cessation Guidelines

Resolution 03-23-123 – Adopted October 17, 2023 – Third Laguna Hills Mutual

WHEREAS, due to staffing levels and the proliferation of invasive kikuyu grass, the only practical way to control weeds in the shrub beds and turf edges is the use of herbicides; and

WHEREAS, some members of Third Mutual have requested that staff not use herbicides in the shrub beds adjacent to their respective units; and

WHEREAS, due to the increased labor associated with hand weeding shrub beds, residents requesting the cessation of herbicide application adjacent to their units should be responsible for the timely removal of weeds and maintenance of the turf edges at the shrub beds; and

WHEREAS, said members of Third Mutual making such requests shall fill out and sign an agreement stating their intention and responsibility to perform the weeding and edging of the shrub beds; and

WHEREAS, the Landscape Department shall retain the responsibility for regular pruning of shrubs and the right to apply herbicides to turf areas, insecticides when necessary;

NOW THEREFORE BE IT RESOLVED, October 17, 2023, the Board of Directors introduces the ability to request cessation of herbicide applications in the shrub bed areas following the filing of a signed No Herbicide Agreement; and

RESOLVED FURTHER, all responsibility of weeding and turf edging in the shrub beds shall become the responsibility of the requesting resident; and

RESOLVED FURTHER, all other routine maintenance of the shrub beds shall remain the responsibility of the Landscape Department; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

LAUNDRY ROOMS

NO BOXES IN CHUTE

**NO BOXES
IN CHUTE
ALLOWED**

**PLEASE
BAG TRASH**

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DO NOT USE
This Machine Is Out of Order

NOTE

If any machine goes out of order,
Please place this notice on the machine and contact

RESIDENT SERVICES

949-597-4600

residentservices@vmsinc.org

Please note the location of this machine, floor and bldg. #.

DO NOT USE
This Machine Is Out of Order

NOTE

If any machine goes out of order,
Please place this notice on the machine and contact

RESIDENT SERVICES

949-597-4600

residentservices@vmsinc.org

Please note the location of this machine, floor and bldg. #.

LAUNDRY ROOM RULES – 3RD MUTUAL



Garden Villa and LH-21 Laundry Room Rules Resolution 03-19-83; Adopted August 20, 2019

I. Purpose

The purpose of this document is to define the policies of Third Laguna Hills Mutual (“Third”) regarding the use of Garden Villa and LH-21 Laundry Rooms.

II. Definitions

For the purposes of this policy:

- a. Community Rules - the Articles of Incorporation and Bylaws of Third, the recorded Covenants, Conditions, and Restrictions (CC&R’s) applicable to any Manor; and any rules and regulations adopted by Third.
- b. LH-21 Building No. - 3335, 3336, 3337, 3338, 3363, 3364, 3365, 3366, 3367, 3371, 3486, 3498, 3500, 3501, 3510, 4001, 4002, 4003, 4004, 4005, 4012, 4013, 4014, 4015, 4025, 4026, 5368, and 5369.
- c. Laundry Rooms – located on each floor of Garden Villa and LH-21 buildings.
- d. Garden Villa Building No. – 969, 2353, 2354, 2355, 2369, 2370, 2381, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 3241, 3242, 3243, 3244, 3420, 3421, 3499, 4006, 4007, 4008, 4009, 4010, 4011, 5370, 5371, 5372, 5499, 5500, 5510, 5511, 5515, 5517, 5518 and 5519.
- e. Resident is defined as an individual approved to reside in a Garden Villa or LH-21 building.

III. Conditions

Use of Laundry Rooms:

- a. Laundry rooms may be used only during the hours of 7:00 AM and 10:00 PM, with washers and dryers last cycle to be finished by 10:00 PM.
- b. Laundry room doors may not have locks on them.
- c. Laundry rooms are for the exclusive use of building residents only.
- d. Laundry rooms are to be used only by the residents of the floor on which the laundry room is located, with these exceptions:
 1. If a washer or dryer is out of order, residents may use the washer or dryer on another floor until the washer or dryer on their floor is repaired.
 2. If all the washers and dryers are in use on your floor, and they are not in use on another floor.
- e. Keep washer doors open when not in use.
- f. Turn dryers to off position when finished and clean lint traps.
- g. Do not overload machines. Machines will stop mid cycle if there are too many articles in them. Machines may not be large enough for most bedspreads, quilts and rugs.

- h. Do not wash or dry pet blankets or rugs in the washer and dryer. They will clog the machines and leave residue that will affect other users of the machines.
- i. Do not wash or dry tennis shoes.

IV.Procedure

- a. Repair services are requested by residents by calling the Resident Services Department.
- b. Third's policy is to avoid having any machine out of use for more than 24 hours. If a machine cannot be repaired within 24 hours, the unusable machine will be removed, and a loaner machine will be installed in its place, within 24 hours of notice that it is unusable, with the exception of weekend service calls.

V. Enforcement

Third Members are personally responsible for ensuring that the rules, regulations, and policies are followed by anyone they allow into the Community. This includes any Co-occupant, Lessee, or Guest.

Third is authorized to take disciplinary action against a Member, lessee or guest found to be in violation of the Garden Villa and LH-21 Laundry Room Rules. When a violation occurs the Board is obligated to evaluate and impose if appropriate, member-discipline as set forth in the governing documents. The Board of Directors has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action.

LAUNDRY ROOM HOURS

Washers and dryers may be operated only during the hours of 7:00 AM to 10:00 PM.

The last cycle must be finished by 10:00 PM.

Garden Villa and LH-21 Laundry Room Rules

Resolution 03-19-83; Adopted August 20, 2019 By Third Laguna Hills Mutual

Laguna Woods Village Security will enforce these rules.

NON-SMOKING AND NUISANCE POLICIES – THIRD MUTUAL

NON-SMOKING POLICY



Non-Smoking Policy

Adopted January 24, 2017

Resolution 03-17-05

I. Purpose

The purpose of this document is to define the policies of Third Laguna Hills Mutual (Third) regarding smoking in private Units and common area.

II. Definitions

For the purposes of this policy:

- a. Common area means the area which is available for use by more than one person.
- b. Community Rules are defined as the Bylaws, Covenants, Conditions, and Restrictions (CC&R's), Articles of Incorporation, or any rules and regulations of Third.
- c. Enclosed is defined as an area closed in by a roof and contiguous walls or windows, connected floor to ceiling with appropriate opening for ingress and egress.
- d. Member is defined as any person entitled to membership in Third.
- e. Multi-unit residential facility means a building or portion thereof that contains more than one dwelling Unit.
- f. Private residence is defined as that portion of any Condominium which is not owned in common with other owners.
- g. Smoking is defined as inhaling, exhaling, burning, or carrying any lighted cigar, cigarette, e-cigarette, pipe, cannabis, or other substances in any manner or in any form.
- h. Smoking products are defined as Tobacco and marijuana.

III. Condition

Smoking is prohibited in the following areas:

- a. Enclosed areas of all public places, including lobbies, elevators, hallways and other areas used by members of the public.
- b. Elevators, hallways, recreation rooms, laundry rooms, stairs, and other common areas in multi-unit residential facilities.
- c. Unenclosed hallways, entryways, breezeways, stairways accessible and useable by more than one residence.

- d. Balconies and patios in residential facilities. For the purpose of this policy, balconies and patios shall include unenclosed and screened patios and balconies as well as enclosed patios and balconies unless windows and doors are closed to prevent the escape of smoke.
- e. Carports, underground parking areas and an enclosed vehicle.
- f. Any common area within 20 feet from any building.
- g. Any common area outside of 20 feet where smoke enters any enclosed area.
- h. Private residence which create a nuisance to adjacent residents. If smoking in private residence, adequate ventilation devices, such as air-purifiers, etc. must be used.
- i. Smoking marijuana is only permitted inside a residence.

IV. Enforcement

Third is authorized to take disciplinary action against a Member found to be in violation of the Non-Smoking Policy. When a violation occurs the Board is obligated to evaluate and impose if appropriate, member-discipline as set forth in the governing documents. The Board of Directors has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action.

The Member is entirely responsible for ensuring that the rules, regulations, and policies are following by anyone they allow into the community. This includes any Co-occupant, lessee, guest, care provider, vendor, invitee or contactor.

Furthermore, the following guidelines define the responsibility for remediation costs associated with second-hand smoke infiltration:

- a. Remediation costs considered reasonable would be paid for by the Member responsible for the second-hand smoke.
- b. Remediation costs due to defects or damages to property which is Third's responsibility would be paid for by Third.
- c. Remediation costs beyond those which would be construed as reasonable would be borne by the reporting party.

A complaint may be registered with the Compliance Department by calling 949-268-CALL or compliance@vmsinc.org or by calling the Security Department at 949-580-1400.



Third Mutual Nuisance Policy
Resolution 03-20-28, Adopted April 21, 2020
Resolution 03-23-02, Amended January 17, 2023

I. Purpose

The purpose of this Nuisance Policy (“Policy”) is to set forth guidelines for the treatment and handling of nuisance complaints received by Third Laguna Hills Mutual (“Third”), in accordance with the requirements of Third’s Governing Documents, as defined below, and the law. This policy is applicable to all Third members, residents, and their guests.

II. Definitions

- a. Community – Laguna Woods Village.
- b. Golden Rain Foundation (GRF) – the Golden Rain Foundation of Laguna Hills, a California nonprofit mutual benefit corporation.
- c. Governing Documents – all of the following, collectively, the Articles of Incorporation; the Bylaws; CC&Rs; the Rules and Regulations; and any Resolutions or Policies duly adopted by the Board; all as may be lawfully amended or modified from time to time.
- d. Member – any person who is an owner of a Unit in Third’s development who has been approved for membership in Third in accordance with the Governing Documents.
- e. Nuisance – see details under Conditions.
- f. Resident – any person who has been approved by the Board of Directors, or its designee, as applicable, for occupancy of a manor within Third’s development.
- g. Staff - Employees of Village Management Services, Inc. authorized to act on behalf of Third.
- h. Third or the Mutual – the corporate homeowners association that was formed in 1970 and by 1984 had acquired the assets and liabilities by vote of each of the 59 individual mutuels within the larger Leisure World (now Laguna Woods Village), a common interest development, with full authority to “manage, operate, and maintain” them.

III. Conditions for Nuisance

Nuisance in General: Anything which is injurious to health, indecent or offensive to the senses, causes an unreasonable disturbance or annoyance, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property, is a nuisance. (Civ. Code § 3479) To be considered a nuisance, the behavior has to be repeated or continuous; single instances of an action or activity will not be considered a nuisance.

Public Nuisance: A public nuisance is a condition or activity that interferes with the health or well-being of the entire community or a considerable number of persons in the neighborhood. (Civ. Code §§ 3479-3480)

Private Nuisance: A private nuisance is a condition or activity that interferes with an individual’s use or enjoyment of their property. (Civ. Code §§ 3479, 3481)

Governing Documents: "No Owner or Resident shall permit or suffer anything to be done or kept within the Project which will increase insurance rates on any Building or contents thereof, or which will obstruct or interfere with the rights of other persons in the Project or annoy them by unreasonable noises or otherwise, nor shall any Owner or Resident commit or permit any nuisance or commit or permit any illegal act within the Project. An Owner and each Resident shall comply with the requirements of all governmental authorities. If by reason of any act of any Owner insurance rates should be increased, the Owner shall be personally liable for the additional premium" (CC&Rs Article III, Section 6, Use Restrictions)

Based upon the foregoing provision of the CC&Rs and various statutory provisions, with regard to Third, a nuisance shall be deemed to be anything that unreasonably interferes with another Member or Resident's use and enjoyment of his/her/their/they manor, as determined by the Board. Below are examples of activities that fall into a nuisance category; please note, however, that this is not an exhaustive list of potential nuisances, inasmuch as any activity that falls within the above definition of a nuisance shall be deemed a violation of Third's Governing Documents:

1. **Noise:** Things that interfere with quiet enjoyment such as improperly installed hardwood floors, residents playing their music or TV at an excessively loud volume, overly loud conversations, yelling or shouting, barking dogs, excessively loud vehicles, etc. Excessive and overly loud characteristics are measured against what a reasonable person in the same or similar circumstance would consider to be excessive or overly loud.
2. **Odors:** This includes second-hand smoke or smoke odors (cigarettes, cigars, vaping matter/materials and marijuana), strong odors from e-cigarettes or vaping devices, strong cooking odors, smoke from a BBQ grill entering other units, etc. The word strong shall be measured against what a reasonable person in the same or similar circumstance would consider to be strong.
3. **Visual:** Draping articles over balcony rails or patio walls, storing inoperable vehicles in parking spaces, excessive amount of items or clutter in visible areas, etc.
4. **Health/Safety:** Persons who allow unsanitary conditions to exist in and around their unit/manor where the accumulation of household items, belongings and/or materials, that attract insects, pests and rodents or creates strong odors that are recognizable in the common area or another unit/or manor, or residents who wash dog feces and/or urine off their unit/manor balcony onto the property below them.
5. **Violation of Laws:** A violation of federal or state laws or local ordinances, including, without limitation, such violations as public nudity, brandishing weapons which are registered or unregistered at or in the presence of another resident, the resident's guest and invitees and/or a staff member or a Resident, the resident's guest and invitees engaged in drug dealing (selling drugs for money or in exchange for some other form of remuneration) or prostitution. Instances of these law violations should be reported to the OCSD.

IV. Nuisance Complaints and Investigation

A complaint may be registered by calling the Security Department at 949-580-1400 or the Compliance Division by calling 949-268-2255 or email to compliance@vmsinc.org. Staff will inform the reporting party to call the Security Department for documentation of the ongoing nuisance violation.

Investigating Alleged Nuisances: To determine whether or not a nuisance in violation of the Governing Documents is taking place or has occurred, Staff evaluates the alleged behavior, based upon the written complaint provided along with all of the information provided to support the complaint, and may further investigate the complaint before determining if the alleged behavior or nuisance activity in fact occurred, and whether the impact on other Members/Residents or units is deemed reasonable or unreasonable to an average reasonable person similarly situated. This may include, without limitation, further conversations with the reporting party and neighbors, and inspection of the unit(s)/manor(s) in question. Staff may also take the following steps when investigating certain nuisance complaints:

- For hard surface flooring complaints: Staff may perform informal sound tests that include two Staff members in the downstairs unit at the same time that two Staff members are in the upstairs unit, with an attempt to replicate the alleged noise.
- For odor complaints: Staff may perform an informal odor test that includes two Staff members in the unit from which the alleged nuisance odor arose at the same time that two Staff members are in the reporting party's unit, with an attempt to replicate the alleged odors. Staff may also seek assistance from the Maintenance Department to determine if the building structure is a factor that allows for the transmission of the odor that can be remedied.

If Staff determines that the alleged nuisance in violation of the Governing Documents has or may have occurred, a warning letter may be sent to the responsible Member and/or the Member may be sent a notice that the Member is being called to a disciplinary hearing before the Board or a committee thereof. At the disciplinary hearing, the Board will consider all evidence and documentation of the alleged nuisance violation, and the Member may speak and present evidence regarding the nuisance before the Board makes a decision on disciplinary action to be taken, if any.

V. Enforcement

Third is authorized to take disciplinary action against any Member who may be found in violation of the Governing Documents, or whose unit or Residents, tenants, or guests are found to be in violation of the Governing Documents (CC&R Article XIX; Bylaws Article 4, Section 4.5). When a complaint is lodged regarding the occurrence of a violation, the Board of Directors has a duty to investigate and impose, if appropriate, discipline as set forth in the Governing Documents. Discipline shall be imposed, if at all, after a duly noticed disciplinary hearing in accordance with the requirements of statute and Third's Governing Documents.

If a Member or such Member's unit/manor is found to have committed a nuisance violation as defined herein, the Board has the authority to impose monetary fines, suspend Member(s) privileges, and/or bring forth legal action, as more fully set forth in the Governing Documents, including without limitation the Schedule of Monetary Penalties, as may be

revised from time to time. Each Member is entirely responsible for ensuring that the Governing Documents are followed by anyone they allow into the Community—this includes any co-occupant, lessee, guest, care provider, vendor, invitee or contractor.

In the event there is an ongoing dispute between neighbors over nuisance violations or alleged violations, and the Board ultimately determines that the activity/behavior in question does not rise to the level of a governing document violation, although the Mutual is not obligated to do so, Staff, on behalf of the Mutual, may offer informal mediation performed by the Compliance and Social Services Division to help facilitate a resolution to the dispute. Staff will also recommend, as an alternative for the complainant and the owner against whom the complaint is made, professional mediation services offered by the County of Orange. Notwithstanding the foregoing, nothing in this paragraph or this Policy shall be construed to create a duty on the Board to resolve any dispute between neighbors or an obligation beyond those duties imposed on Third and its Board by the Governing Documents or by law.

TRASH

BULKY TRASH

Residential Bulky Item Collection

Free bulky item collection is offered to Laguna Woods Village, San Sebastian, and Whispering Fountains residents on a weekly basis. Residents are encouraged to dispose of their unwanted bulky items using this service, as placing bulky items in waste containers can cause those containers to be uncollectable and potentially result in fines and other costs.

Bulky items may be placed out at the location you normally place your trash **before 8 a.m.** on the collection day identified in the table below. If your trash is normally placed in a shared enclosure, please do not block access to the enclosure, containers in the enclosure, or vehicle travel.

BUILDING NUMBER	BULKY ITEM COLLECTION DAY
1-125	Tuesday
126-232	Monday
233-528	Tuesday
529-756	Monday
757-773	Tuesday
774-945	Monday
946-969	Tuesday
2001-2405	Wednesday
3000-3325	Thursday
3326-3532	Friday
4001-4026	Thursday
5001-5372	Friday
5373-5465	Thursday
5468-5519	Thursday
5520-5598	Friday
24055	Thursday
24299	Tuesday
24300	Thursday

MATERIALS ACCEPTED

- ✓ Furniture
- ✓ Electronic Waste
- ✓ Home Appliances
- ✓ Mattresses

MATERIALS NOT ACCEPTED

- ✗ No car parts
- ✗ No construction waste
- ✗ No demolition waste
- ✗ No hazardous waste
- ✗ No items that cannot reasonably and safely be loaded and unloaded into a vehicle by two people



CR&R
INCORPORATED

environmental services
the face of a greener generation

For more information, please contact CR&R Incorporated at (949) 625-6735 or LagunaWoods-Recycles@CRRMail.com.

LAGUNA WOODS VILLAGE

Residential Organics Recycling

Residents are encouraged to dispose of their organic waste in any of the green lid carts ("organic carts") located throughout Laguna Woods Village.



Green lid carts are for organic waste

What is considered organic waste?

The following waste can be placed in organic carts:

- **Food** (e.g., breads, coffee grounds, dairy, eggs/eggshells, fats, fish, fruits (pits too!), grease, meat (including bones), nuts/nutshells, oils, shellfish/shells, and vegetables)
- **Food soiled paper** (e.g., paper coffee filters, napkins, plates, tea bags, and towels, as well as pizza boxes (bottoms only; tops should be recycled!) and wooden chopsticks)
- **Greenery** (e.g., flowers, grass, houseplants, leaves, prunings, weeds, and wood chips)
- **Pet food** (e.g., birdseed, cat food, and dog food)

Cardboard, glass, metal (aluminum/tin), and plastic should be placed in regular recycling containers. Polystyrene should be placed in trash containers.

If an organic cart is full or unavailable for any reason, waste may be placed in a nearby trash container.

Can organic waste be bagged before being placed in an organic cart?

Organic waste may be bagged in compostable or paper bags, or wrapped in newspapers, before being placed in an organic cart. Consider asking for paper bags when shopping for groceries; after groceries are unpacked, those same bags can be used to collect and dispose of organic waste.

Why is residential organics recycling required? What are the benefits?

In 2016, Governor Brown signed into law Senate Bill 1383, which aims to reduce methane, hydrofluorocarbon gas, and anthropogenic black carbon emissions in a statewide effort to combat climate change and improve public health. Senate Bill 1383 mandates residential organics recycling.

Organic waste in landfills emits 20% of California's methane, a climate super pollutant 84 times more potent than carbon dioxide, as well as air pollutants like PM_{2.5}, which contributes to asthma and other health conditions¹. By lessening the amount of new organic waste disposed of in landfills, residential organics recycling will reduce the impacts of harmful emissions.

What happens to organic waste once collected?

Organic waste collected in Laguna Woods is transported to an anaerobic digestion facility where it is converted to renewable natural gas and/or organic compost.

¹ State of California. California's Short-Lived Climate Pollutant Reduction Strategy, 23 Nov. 2021, <https://www.calrecycle.ca.gov/organics/slcp>.



For assistance locating your nearest organic cart, please call CR&R Incorporated at (949) 625-6735 or visit www.cityoflagunawoods.org/LWVorganics.

ORGANICS

R E C Y C L I N G

Bag waste in compostable or paper bags, or wrap in newspaper

YES

FOOD

- Bones
- Breads
- Coffee Grounds
- Dairy
- Eggs/Eggshells
- Fats
- Fish
- Fruits
(pits too!)
- Grease
- Meat
- Nuts/Nutshells
- Oils
- Shellfish/Shells
- Vegetables

PET FOOD

- Birdseed
- Cat Food
- Dog Food

YES

FOOD SOILED PAPER

- Coffee Filters
- Napkins
- Plates
- Tea Bags
- Towels
- Pizza Boxes
(bottoms only; tops should be recycled!)
- Wooden Chopsticks

GREENERY

- Flowers
- Grass
- Houseplants
- Leaves
- Prunings
- Weeds
- Wood Chips



NO

NO CARDBOARD

NO GLASS

NO METAL
(ALUMINUM/TIN)

NO PET WASTE

NO PLASTIC

NO POLYSTYRENE

NO

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REMINDER TO ALL RESIDENTS

**IT IS A RULE THAT
ALL BOXES ARE
TO BE FLATTENED
BEFORE PLACING
IN BLUE
RECYCLE BIN**

THANKS



Household Hazardous Waste Disposal Services

Laguna Woods residents are able to schedule door-to-door collections of household hazardous waste on an as-needed basis. There is no charge for doing so. WM Curbside, the City's contract service provider, will make arrangements to collect materials that residents assemble from outside of their homes.

MATERIALS ACCEPTED



Fire Extinguishers



Household Cleaners



Propane Tanks (five gallons or less)



Paint Products

<ul style="list-style-type: none"> ✓ Household Cleaners <ul style="list-style-type: none"> • Ammonia • Drain cleaner • Floor stripper • Rust remover • Carpet/upholstery cleaner • Cleaning compounds • Tile/shower cleaner ✓ Golf Cart, Golf Car, and Vehicle Batteries ✓ Automotive Products <ul style="list-style-type: none"> • Antifreeze • Brake fluid • Cleaner • Diesel fuel • Gasoline • Hydraulic fluid • Motor oil • Oil filters • Oily rags • Polish • Wax • Transmission fluid 	<ul style="list-style-type: none"> ✓ Miscellaneous Household Materials <ul style="list-style-type: none"> • Batteries • Fire extinguishers • Hobby glue • Propane tanks/pressurized cylinders (five gallons or less) • Smoke detectors ✓ Flammable and Combustible Materials <ul style="list-style-type: none"> • Kerosene • Solvent • Certain cleaners ✓ Garden Chemicals <ul style="list-style-type: none"> • Fertilizer • Herbicide • Insect spray • Insecticides • Pesticides • Weed killer 	<ul style="list-style-type: none"> ✓ Paint Products <ul style="list-style-type: none"> • Caulk • Artist's paint • Stripper • Oil-based paint • Sealer • Spray paint • Stain • Latex paint • Thinner • Wood preservative ✓ Sharps Waste <p>See next page for additional disposal options</p> ✓ Mercury Containing Items <ul style="list-style-type: none"> • Switches • Thermostats • Thermometers ✓ Fluorescent Tubes and Compact Fluorescent Lamps (CFLs)
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To make arrangements for a door-to-door collection of household hazardous waste, please call **WM Curbside** at (800) 449-7587

**THIS GREEN BIN IS FOR
RECYCLING ORGANIC MATTER,
ONLY !!!**

We can wrap our organic food
matter in newspaper, paper
grocery bags or any compostable
type paper.....but, PLEASE

NO PLASTIC BAGS !!!

WASHING VEHICLES



Washing Vehicles

Team,

Third Mutual's Traffic Rules and Regulations prohibits residents from washing their vehicles in the Community.

United permits it, for now

Wendy Panizza
4/21/14

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WATER HEATER INFORMATION

Water heater warranty and resident responsibilities

Water heaters should be replaced based on the tank's warranty, which is typically 10 years. However, in most cases the unit will function without problems for several years beyond the warranty expiration date. If the water heater is within the manufacturer's warranty, the resident will not be responsible for damages caused by a leaking water heater; however, be aware that if any damage occurs after the warranty expires residents are held responsible for all costs associated with damage restoration, including damage beyond the original unit.

Approved devices for inside water heaters

California Building Code requires that drain lines from water heaters be plumbed to the exterior, within six inches of the ground. If this is not possible or feasible then an alternate device is required to be installed. If the resident opts to have the water heater replacement performed by an independent contractor, the contractor will be responsible to install the water heater and any required devices to meet code requirements. The contractor will also be responsible for securing a permit with the City for the work. Presently, the City allows two different devices (Watts and LeakSmart). It is best to contact the City for the most current information at <http://www.cityoflagunawoods.org/contact-us/>.

Permits required from the City and Manor Alterations

A permit is required by the City of Laguna Woods for all water heater replacements. If the resident chooses to use an outside contractor, they may secure the permit themselves, or ensure the contractor secures the permit as part of the install contract (this is recommended as it will help expedite the process). If the resident chooses to use VMS staff to perform the replacement, VMS staff will secure the permit and include the cost of the permit as part of the chargeable service. The City's current fee for a water heater replacement permit is approximately \$85.

Fees related to replacement

Costs for installation of a water heater by VMS staff vary depending on the location of the water heater. Residents may request that VMS staff replace a water heater by visiting or contacting Resident Services. VMS staff will perform a pre-inspection of the manor and give the resident an estimated timeline and the cost based on findings. Once the resident gives approval, VMS staff will schedule the installation. Typically the pre-inspection is scheduled within a week of the request, and the installation occurs two weeks after the resident approval.

FREQUENTLY ASKED QUESTIONS

When is a good time to replace my water heater?

The manufacturer's warranty only covers water heaters for 10 years. After the warranty expiration the device may still have some useful life but should be checked regularly and replacement should be considered.

What is required of outside Plumbing Contractors?

All plumbing contractors are required to be licensed, and must be familiar with the City of Laguna Woods process and the Plumbing Codes. Details on these codes and approved devices are available by visiting the Laguna Woods City Hall located at 24264 El Toro Road or by phone at (949) 639-0500.

What should a resident do to secure a contract with an outside contractor?

The resident should request estimates from at least three contractors to ensure a competitive price for the work, ask to see the contractor's current license, insurance, and confirm contractor is in good standing by visiting the State's website.

How do I dispose of a water heater and other construction debris?

Any waste generated by a resident or outside contractor must be removed from and disposed of outside the Village. It is a violation to place construction debris in the Village dumpsters.

What are contractor work hours?

Hours of Construction are 7 a.m. to 5 p.m. Monday - Friday. All work between 7 and 8 a.m. must be quiet work. Saturday hours are 9 a.m. to 3 p.m. No work is permitted on Sundays and Holidays.

If I use VMS Staff is a pre-inspection required?

Yes, it is important to request a pre-inspection at Resident Services so that VMS staff can assess the situation and give the resident a specific price and time line. Note: there is a separate charge for the pre-inspection appointment in Third Mutual.

If I am enrolled in the Handyman program, can my water heater be replaced?

No, the Handyman program will not replace water heaters, but the program does cover ongoing maintenance like the following: adjust water heater temperature; inspect for leaks; replace supply line washers; reset tripped thermostat control; replace defective safety valves; and repair leaking drain valve.

Revised 4/6/2018



LeakSmart
Leak Detection
& Shut-Off System



Watts
Water Leak
Alarm

CONTACT US



Laguna Woods Village®

Resident Services

949.597.4600

[www.lagunawoodsvillage.com/
residents/resident-services](http://www.lagunawoodsvillage.com/residents/resident-services)

Call for information or make an appointment for pre-inspection.



Download permit requirements, fees and approved devices.

City Services

Phone: 949.639.0500

www.cityoflagunawoods.org



State Services

800.321.CSLB (2752)

www.cslb.ca.gov

Find a contractor or check a contractors license

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