



Laguna Woods Village®

Building Fumigation Information and Instructions

Dear Resident,

The Maintenance and Construction Department hopes this letter finds you well. We are contacting you because inspections performed by your mutual's contractor have found drywood termites in your building.

Third Laguna Hills Mutual is committed to protecting your home and peace of mind. We thank you in advance for your cooperation throughout the fumigation process, which is scheduled to begin soon. This letter outlines the fumigation procedure, what you must do prior to fumigation, when your building is scheduled for fumigation and how Village Management Services can provide assistance.

As a courtesy, your mutual will provide you with free accommodation at The Hills Hotel, restricted to one room per manor during the two days fumigation is scheduled for your manor.

To help ensure a smooth process and full compliance, please read this packet of information carefully. Contact Resident Services with any questions or concerns.

Sincerely,
Maintenance and Construction Department

PLEASE SEE PAGE 2

- The fumigation procedure
- Days, dates and times of fumigation

IMPORTANT PHONE NUMBERS

Resident Services • Maintenance Operations Specialist • Newport Exterminating
949-597-4600 949-597-4279 949-261-0700

THE FUMIGATION PROCEDURE

People, pets and plants must be moved from the premises for health and safety reasons. During fumigation, it is also necessary to remove all vehicles from the under-building carport structure. Golf carts and motorcycles may remain. Newport Exterminating, your mutual's bonded fumigation contractor, uses Vikane,[®] an EPA-approved, colorless, odorless, nonstaining, noncorrosive and nonflammable gas. The building and carport must remain unoccupied for the entire two-day fumigation procedure. After fumigation is complete, Newport Exterminating certifies the gas is gone from your home, allowing you to reenter.

STEP 1: Newport Exterminating visits in person

A Newport Exterminating representative will visit your manor to explain the fumigation process, provide the Nylo-Fume protective bags and the tape you will need for securing food and medicines, and answer any questions you may have. If you are not home, the information and supplies will be left at your door.

STEP 2: An outside service assists with household plants

While the mutual is not responsible for relocating personal property, services are available to assist in relocating household plants during the fumigation procedure. Staff from SCR, an outside service, will arrive to help move large potted plants from your home or patio. SCR staff will tag and house your plants and return them. Please make special arrangements for any fragile or high-value items. Neither the mutual, managing agent nor contractor is responsible for damage to plants, pots or in-ground/root-bound plants or for providing special accommodations for personal property. Reach an SCR representative at [714-357-1584](tel:714-357-1584).

STEP 3: Newport Exterminating arrives to fumigate your building and manor

You may remain in your manor until Newport Exterminating arrives. You may not reenter your manor until you are notified you are able to do so. Many variables can affect the fumigation process. If for any reason a cancellation is necessary, we will notify you.

PLEASE SEE PAGE 3

- What you must do before fumigation
- Plan your temporary residency/Making accommodation reservations with The Hills Hotel
- Provide current keys to Resident Services or to Fumigation Contractor

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[949-597-4600](tel:949-597-4600) [949-597-4279](tel:949-597-4279) [949-261-0700](tel:949-261-0700)

WHAT YOU MUST DO BEFORE FUMIGATION

STEP 1: Plan your temporary residency

If you are not staying with family or friends during fumigation, Village Management Services and your mutual make it easy to stay close to home. Although your mutual is not responsible for providing lodging or accommodations, as a courtesy, your mutual will provide you with free accommodation at The Hills Hotel. **Free lodging is restricted to one room per manor during the two days fumigation is scheduled for your manor.** Special arrangements must be made at owner/resident expense.

To make your reservation at The Hills Hotel, call the hotel, identify yourself as a resident whose home is being fumigated at Laguna Woods Village and reserve your room for the two scheduled fumigation days.

You must contact The Hills Hotel to secure your reservation. Ask the hotel about its pet-friendly lodging (at additional expense).

**The Hills Hotel
25205 La Paz Road
Laguna Hills, CA 92653
949-586-5000**

STEP 2: Provide current keys

Fumigators must have access to all areas of your manor, including storage closets, garages, carports, locked safes, file cabinets, etc., and they will inspect the building prior to fumigation to ensure no people, plants, food or medicines are present. If access is barred, a locksmith will be called and the owner will be billed.

There are three options for providing keys for fumigation:

1. Give a current front-door key to the Newport Exterminating representative when he/she visits 11 days prior to fumigation. Fumigators are licensed and bonded. Call Newport Exterminating at **949-261-0700, extension 200**.
2. Hide a key on the porch and inform Newport Exterminating where it is located.
3. Deliver a key to Resident Services. Personnel will log and file the key in locked drawers until it is needed. Call Resident Services at **949-597-4600** to verify.

If you do not provide a key, you may remain at your manor until the fumigation crew arrives. If you give keys to Newport Exterminating, arrange with them to return your keys.

PLEASE SEE PAGE 4

- STEP 3: Bag your food and medical products
- STEP 4: Prepare your manor for contractor access on fumigation day

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STEP 3: Bag your food and medical products

Before fumigation, all food and medicines not in factory-sealed jars or cans must be double bagged by the resident in Nylo-Fume protective bags. A Newport Exterminating representative will visit you between 9 a.m. and 3 p.m. on the scheduled date on Page 2 of this letter to explain proper bagging technique. Call Newport Exterminating at **949-261-0700**, extension 200, for an appointment if you are unavailable during this time.

Any food found not bagged or improperly bagged on fumigation day will be bagged by Newport Exterminating and billed to the owner at \$25 per bag. If you need bagging assistance, arrange with Newport Exterminating to do so prior to fumigation at a cost of \$10 per bag.

STEP 4: Prepare your manor for contractor access on fumigation day

Fumigator will use the key(s) provided to access building manors. If you leave your manor prior to Newport Exterminating's arrival, you may lock the door, but **do not lock the deadbolt**.

Important contact information

Please do not hesitate to contact us with questions, concerns or comments regarding fumigation. If you require additional assistance, please contact Resident Services.

Please download and print this informational packet for your use and convenience.

PLEASE SEE THE FOUR FOLLOWING PAGES

- Fumigation Preparation Checklist
- Manor Key Instructions
- Frequently Asked Questions
- More Information from The Hills Hotel

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Fumigation Preparation Checklist

PLAN AHEAD

Contact Maintenance and Construction to discuss any circumstances that may require extra planning or assistance.

GET INFORMATION

Arrange to be home when the Newport Exterminating representative is scheduled to explain the fumigation process and answer your questions. If you cannot be there, please call Newport Exterminating at the number listed below, and they will try to accommodate your schedule.

PLANTS

Arrange to be present the Monday afternoon before the fumigation, when SCR staff comes to move plants from your manor interior and patio area. If you cannot be there at that time, contact SCR at 714-357-1584 with a need to accommodate your schedule.

PETS

Make plans in advance to vacate any pets from your manor. This includes all pets—cats, dogs and birds, and fish or reptiles in aquariums.

KEYS

Contact Resident Services or make arrangements with Newport Exterminating to confirm fumigator has access to your manor.

SAFES OR LOCKED CLOSETS

Leave all safes, closets, cabinets, garages, etc., open for inspection. California regulations require that a licensed fumigator inspect the inside of all compartments, no matter how small, prior to commencing a structural fumigation. You can also make advance arrangements with Newport Exterminating for the fumigator to inspect in your presence at the start of the fumigation to enable locking; in this case, you also will need to be present to unlock for final aeration and testing.

VEHICLES

If your manor has an attached garage, or if you park your car in a garage located under your building, please remove your vehicle prior to the fumigation. If the vehicle cannot be moved, please open all doors and the trunk to facilitate aeration of fumigant gas from the interior. Removal of golf carts and motorcycles is not required.

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MANOR KEY INSTRUCTIONS

Per California law, the fumigation company must have access to the interior of all structures to do a final inspection before fumigation.

You must supply current entry door keys to the fumigator or confirm that your manor keys at Resident Services are current. If you do not have keys on file at Resident Services or have not provided keys to Newport Exterminating, you may remain at your home until the fumigation crew arrives.

If entry cannot be gained, the owner may be charged for locksmith services and/or costs associated with delays in fumigation.

Locking Instructions to Fumigator

Please fill in the information on the lines below and tape this notice to your front door so the fumigators, staff or security know how to secure your manor.

Are there any doors or gates you do not have a key for and/or do not want locked?

Where do you want the keys returned (if in the fumigator's possession)?

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Frequently Asked Questions

IS BUILDING FUMIGATION REQUIRED? California law requires the mutual to fumigate entire buildings with drywood termites, limiting further mutual property damage and avoiding costly structural repairs.

MUST ALL UNITS BE TREATED? Yes. The mutual must fumigate entire buildings with drywood termites in areas inaccessible for localized treatment.

IS FUMIGATION SAFE? Newport Exterminating follows stringent Environmental Protection Agency guidelines to aerate the property before allowing reentry. Additional safety protocols include increased Security patrols around properties being fumigated and strengthened screening of contractors entering the Village.

CAN ALTERNATIVE TREATMENT METHODS BE USED? Laguna Woods Village partnered with University of California, Berkeley entomology experts and determined that Vikane® is most effective in guaranteeing 100 percent eradication of drywood termites. Alternative methods, organic and otherwise, will not eradicate dry wood termites found in inaccessible areas.

WHERE WILL I STAY? While the mutual is not obligated to provide temporary lodging during fumigation, it has partnered with the Hills Hotel to provide manor residents with accommodations (one room per manor) during the procedure. Accommodations are provided to registered property occupants only and excludes meals, additional room requirements, pet boarding fees, extended stays, etc.

WHAT ABOUT PETS? While some residents with pets may keep their pets with family or a friend, boarding costs are the resident's responsibility. The Hills Hotel offers pet-friendly lodging at an additional expense. Contact the hotel at **949-586-5000** for details.

IS FUMIGATION ENFORCEABLE? The mutual is authorized to take action against a member found in noncompliance with the fumigation process. The board of directors has authorization to impose fines, suspend privileges and/or take legal action against a member in violation of the mutual's Governing Documents and rules.

ARE OTHER RESOURCES AVAILABLE? If you need assistance, **Social Services** can provide the support you may need during difficult circumstances. Call them at **949-597-4267**.

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THE HILLS HOTEL

LAGUNA HILLS | ASCEND COLLECTION



Conveniently located off the I-5 freeway on La Paz Rd in Laguna Hills, The Hills Hotel is a full service boutique hotel in South Orange County!

Overnight Accommodations:

- 147 Sleeping Rooms with Pool or Hill Side Views
- 2 Suites Featuring Grand Ensuite Bathroom
- Complimentary Hi-Speed WiFi
- Double Pillow-Top Mattresses
- Fridge & Coffee Makers in all Rooms
- HD Flat Screen Televisions



Amenities & Services:

- Complimentary Parking
- Complimentary Breakfast (Exclusive for Laguna Woods Residents Only).
- Discounted pet fee of \$20 per pet per night

- Hills Restaurant (Full-Service)
6:30AM - 11:30AM
- Complimentary Guest Laundry
- Complimentary 24hr Cardio Center
- Complimentary Pool/Spa 9am - 9pm



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