



Village Management Services, Inc.

Village BREEZE

A Joint Publication of the Laguna Woods Village Corporations

JUNE 2018

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THE BREEZE

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This month's cover features a close-up of a painting by Anni Rappaport (*A Glimpse of Klimt*). It's one of many pieces of art on display throughout the Community Center.

SOUTHERN CALIFORNIA EDISON (SCE) BEGINS UPGRADES IN THE VILLAGE

SCE is initiating work in the Village to upgrade service and hopefully address the frequency of unplanned power outages. Starting June 6, 2018, Southern SCE will be working on equipment and underground cabling located in culs-de-sacs 3, 4, 5, 6, 7, 8, 10, 14, 15, 24, 40, 46, 47, 48, 50, 65 and 66. SCE will have their contractors, PAR Electric and Arizona Pipeline, performing the upgrade work. Trucks with this signage are part of the project.

Residents will experience SCE-sanctioned power outages necessary to facilitate this work. SCE is obligated to send advanced notification letters to Residents affected by these power outages with information including the dates and times for each planned power outage. Watch for a letter from SCE.

Several transformers and underground cabling will be replaced. The work will require some potholing (small excavated areas) in various locations. Any sidewalks or landscaping that are disturbed will be returned to their original condition.

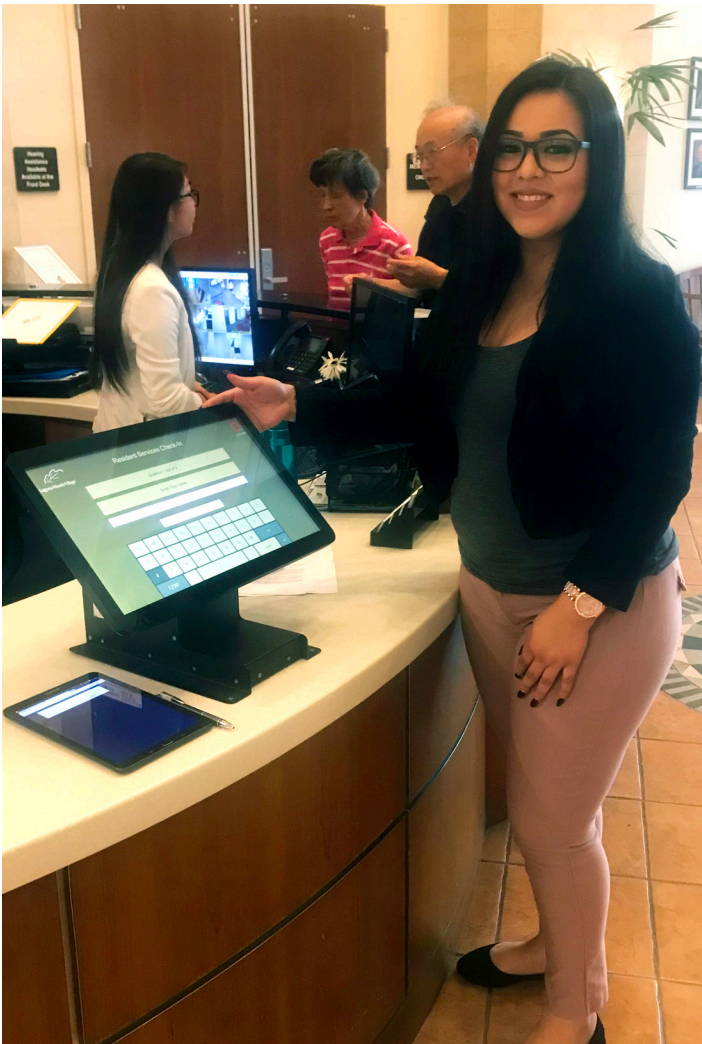
There will be locations where SCE contractors will need to place hoisting equipment adjacent to Resident parking spaces, which will temporarily limit access to and from these parking areas. Prior to staging any hoisting equipment, SCE contractors will post “No Parking” notices to give Residents advance notification to avoid conflicts.

If you have any questions about this work you can call SCE at **800-655-4555** or email them at <http://on.sce.com/upgrades>.

VMS Staff has been meeting with SCE representatives, issues conditions that must be complied with, and will be monitoring the scheduled construction activities.

A reminder to Residents with special medical needs to register with SCE so the utility can contact you before and/or during an outage. Call SCE at **800-611-1911** to register.

NEW SERVICE KIOSK PROVIDING VILLAGE RESIDENTS WITH BETTER AND FASTER SERVICE



Laguna Woods Village Residents are receiving more convenient and efficient service thanks to new service kiosks installed in Resident Services.

Conveniently located just inside the entrance to the Community Center, Residents check in using their name and Manor number, and can choose from a menu of services to designate the specific reason they need assistance. Residents can then have a seat, chat with their neighbors, and enjoy coffee and snacks. Within minutes, they're called to one of the nine service windows and assisted by Staff. The kiosks save Residents and Staff time, and prevent lines of Residents waiting to be served. Since the kiosk service was installed at the beginning of May, nearly 4,000 guests have been registered—an average of 300 are registered every day.

The program gives Staff the opportunity to assess and track the types of services people need the most, and to adjust staffing levels to accommodate the demand. The top services Residents require are vehicle registration and parking passes – more than 1,000 people to date. That's followed by maintenance inquiries, leasing, permits and alterations, cable television, and accounting.

“This technology is allowing us to get folks in and out more efficiently – providing them with convenience and less wait time while giving our Staff the ability to record and ensure we allocate our resources properly. It's simply a win-win for everyone,” said Village Management Services Information Services Director Chuck Holland.

GRF APPROVES NEW PICKLEBALL AND PADDLE TENNIS COURTS



At its May meeting, the Golden Rain Foundation (GRF) Board awarded a contract for renovation of the paddle tennis and pickleball courts, which increases the number of combination courts from four to seven, within the same footprint of the original courts at Gate 12. The project includes lighting for four of the courts. Work will begin in July. The project’s anticipated completion is October.

EV CHARGING STATIONS APPROVED BY GRF

In keeping with GRF’s adoption of renewable energy initiatives, a dual-port EV charging station was installed at the north-west corner of the Community Center parking lot, adjacent to the trash enclosure. It is powered by a meter billed to the Golden Rain Foundation. The charge station is operated under contract with ChargePoint and registration on the www.chargepoint.com website is required to use the charge station.

GRF adopted a fee schedule for the EV charging station, designed to provide free charging to GRF fleet vehicles, cover average cost of charging for Laguna Woods Village Residents and VMS Inc. employees, and set a rate comparable to fuel costs for all other users.

The current fee schedule is:

USER TYPE	FEES
GRF Fleet Vehicles	Free
Residents	\$0.17 per kWh
VMS Employees	\$0.17 per kWh
General Public	\$0.30 per kWh

The GRF Board will periodically review electric bills to determine appropriate adjustments in the charge rates and amounts will be published on the GRF Fee Schedule.

THE LAGUNA WOODS VILLAGE BUSINESS PLANNING PROCESS

By Betty Parker, Financial Services Director, Village Management Services

The purpose of the business planning process is to determine the ability of the Mutuals and GRF to meet their operating and reserve requirements.

BUSINESS PLAN COMPONENTS

Assessments for the upcoming budget year are calculated based on the budgeted operating revenue and expenses, contributions to reserves, and any projected surplus/deficit recovery for each corporation. The common elements reviewed during the business planning process include:

- Revenue and expenses for operations
- Projected operating surplus or deficit
- Projected fund balances
- Planned expenditures from reserves
- Reserve funding plan

BUSINESS PLANNING MEETINGS

Section 5310 of the California Civil Code specifies that the estimated revenues and expenses of an association, on an accrual basis, must be distributed to all members “within 30 to 90 days before the end of the association’s fiscal year.”

Considerable time is required to prepare and mail 12,736 budget packages, including personalized letters to each member. Therefore, it has been the practice of the boards of directors to approve their respective business plans at the regular September board meetings, for mailing in November.

To begin this process, a calendar is issued to all board members in March for meetings related to the upcoming business planning process. Notice of these meetings is provided on the community website and all business planning meetings are open to the public. Agendas are distributed prior to the scheduled meeting dates and include attachments related to the proposed business plan for each level of review.

The meeting schedule is designed to provide review of the proposed business plans from a detailed level at the early standing committee meetings to a more summary level at each subsequent version until final approval by the Board. Members are encouraged to attend and participate in each business planning meeting.

PREPARATION AND REVIEW

Throughout the year, Staff reviews the Community’s existing service levels at monthly standing finance

committee meetings and receives direction when changes are approved. During April and May of each year, Staff develops a proposal based on direction received from the committees and assumptions made for the operating budget. Although some of the budgets are zero-based, many items are based on policies set forth by the boards or rely upon previous experience and historical trends.

A preliminary business plan is prepared, and it receives several levels of internal review and revision including that of the department heads and CEO. During this process, departments are responsible for explaining the proposed business plan, changes from the prior year, and the basis for allocating indirect operating costs to the various departments and corporations to which they apply.

In May, budget review meetings are held with Maintenance and Landscape standing committees to receive further direction regarding proposed service levels. The resulting business plan, often referred to as Version 1, is submitted to the corporations at the end of June. A series of committee and board meetings are held in July and August for review of the plans before final approval by board resolution.

APPROVAL AND DISTRIBUTION

After final plan approvals in September, various reports relating to the business plans for Laguna Woods Village are presented in a bound book. A copy of the Business Plans, the Greenbook, for the upcoming year is distributed to each board member and is available for purchase by members in the Community Center. Copies are also available for review at the Village Library, and can be viewed on the Laguna Woods Village website.

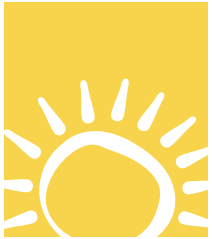
A business plan package is prepared and mailed to each Resident as prescribed by Civil Code. The Annual Budget Report includes an individual assessment notification letter for each unit, the pro forma operating budget, the reserves plan and related disclosures.

The Annual Policy Statement is also included, which provides an assortment of important information for members, such as collection and lien-enforcement policies, insurance policy summary, alternative dispute rights, and architectural review procedures.

The budget planning calendar for 2018 is below:

DESCRIPTION	ALL BOARDS	GRF	UNITED	THIRD
Landscape Review			Wed May 23 • 10:00 a.m. Board Room	Wed May 23 • 1:30 p.m. Board Room
Maintenance Review			Tue May 22 • 9:30 a.m. Board Room	Thur May 24 • 9:30 a.m. Board Room
Capital Review		Mon Jun 11 • 1:30 p.m. Board Room		
Board Review	Mon Jul 9* • 1:30 p.m. Board Room	Wed Jul 11 • 9:30 a.m. Board Room	Thu Jul 12 • 9:30 a.m. Board Room	Fri Jul 13 • 9:30 a.m. Board Room
Board Review (TV6)		Wed Aug 8 • 1:30 p.m. Board Room	Thu Aug 9 • 1:30 p.m. Board Room	Fri Aug 10 • 9:30 a.m. Board Room
Board Resolutions		Tue Sept 4 • 9:30 a.m. Board Room	Tue Sept 11 • 9:30 a.m. Board Room	Tue Sept 18 • 9:30 a.m. Board Room

*The July 9 All Boards meeting will be followed by a Business Planning Committee meeting.



HOT FLASHES

By Third Secretary Burt Baum

Third Directors were busier than a vendor of sunscreen lotion at a nudists' colony this month. Here are some of the things they accomplished at Board meetings.

MANOR MENDING

Staff has been updating our 40 architectural standards to reflect new technology (materials and construction methods), incorporate new building codes and mutual policies, and make them easier to process. The Board considered several of the latest versions:

Three revised alteration standards were approved in a special meeting. The standards include: Attics and Suspended Ceilings; Closets and Interior Partitions; and Balcony Modesty Paneling.

In the regular Board meeting, Third introduced another six revised standards: Satellite Dishes (2); Exterior Wall Attachments; Garage Doors; Skylights; and Tubular Skylights, while rescinding Solar Panels for two-story buildings, which will be handled on an individual basis. Resolutions covering these last seven standards are in the 30-day waiting period for comment as required by law, and then can be approved.

Thinking of making some alterations, but confused? Visit the Alteration Department on our website for more guidance and information.

We want to welcome to the Board, Cusrow (Cush) Bhada and (John) Jack Connelly, who were selected out of five candidates at a special Board meeting to fill out the one-year term of two directors who left. We look forward to working with them and wish them well. We also want to thank all the people who ran and encourage them and all other Third Mutual members to step up to the plate and run in the upcoming regular election in September.

POLICY UPDATES

TREE TOPPING

Making large cuts in the trunk of a tree to lower its height is not allowed except in three instances (disease, tree not candidate for restoration, to improve overall look of group of trees).

REVISED REIMBURSEMENT METHOD FOR ADDED ELECTRICITY COSTS DUE TO WATER INTRUSION REMEDIATION

When the Moisture Intrusion Staff come in with their vacuums and blowers, the affected owner finds his electric bill goes up. By using flat rates based on historical costs, less work is required by Staff to calculate the reimbursement and the owner gets money back faster. (Both Tree Topping and this policy are in the 30-day waiting period.)

INTERIOR INSPECTION OF UNOCCUPIED MANORS

There are about 70 unoccupied Manors in Third, and potentially many serious problems associated with them, such as mold, dry rot, pest infiltration, water leaks and illegal occupancy. In order to detect these problems in their early stages before they become critical, the Board passed this revised, tightened policy (on an emergency basis—effective immediately), which sets up routine inspections of unoccupied Manors every six months and immediate inspections in an emergency situation (see page 11 for more details).

MEET THIRD MUTUAL'S NEW BOARD MEMBERS

Meet our newest Third Board Members. Cush Bhada and John (Jack) Connelly both come to Third with a wealth of experience, knowledge, passion and dedication.



CUSROW BHADAT

Cush, who was born in India, has owned and operated personal businesses throughout the years and has been instrumental in the formation and operations of other businesses. He has worked with blind and visually impaired people since 2015, educating them on the use of different technologies so they can live independent lives. Before that, he worked in a similar capacity as the Business Development Manager for Junior Blind of America. Cush's vast professional career also includes an active career in real estate and hotel management. He has lived in the Village for nearly two years and served as Vice President of the India Club.



JACK CONNELLY

Jack spent his entire career making a difference in the lives of others and is excited to expand his efforts to Laguna Woods Village. He has a long history of participation in government, academic, nonprofit and civic boards, committees and commissions. Jack researched other retirement communities and quickly discovered that the Village is among the best governed and managed organizations of its kind. He is honored to represent Third and looks forward to helping maintain and improve our Mutual.

We are excited to welcome Cush and Jack to the Third Board and appreciate their service and contributions to our community.

THE IMPORTANCE OF WATER CONSERVATION

While the state's drought conditions have temporarily lessened, our ever-changing climate requires Village Residents to adopt permanent changes to use water more wisely and prepare for more frequent and persistent periods of limited water supply.

When water usage is above average, it results in increased rate charges from the El Toro Water District (ETWD), which is passed on to the Mutual. As you know, several buildings are run through one water meter, making it very difficult to isolate the source or cause of above average water usage. Currently, about \$2.5 million a year (over 12% of the operations budget or approximately \$35 of your monthly assessment) goes to pay the water bill in Third. We need your cooperation in using water wisely and keeping our costs in check so we can continue to control assessments.

We can work collectively to reduce water use and save money by taking a few simple steps:

- Check for leaks in kitchen, bathroom and laundry areas. Look for worn toilet flappers, dripping faucets and other leaking valves (particularly toilets). Call Resident Services at **949-597-4600** if you need further information on repairs. Depending on your Mutual, this can be done as a Chargable Service.
- While waiting for the tap water to heat up, capture the cool water for use later for cooking or watering plants. Saves 2 or more gallons per minute.
- Turn off taps, even momentarily, when not using the water.
- Use the garbage disposal sparingly. Instead, place unwanted food items in garbage.
- Take five minute showers instead of 10 minute showers. Saves 2.5 gallons per minute.
- Use energy and water-efficient dishwashers and washing machines. Run these appliances with full loads during off hours.
- Do not wash your car—this is prohibited in Third Mutual.
- Use a hose with an automatic shut-off nozzle. Don't water your plantings between 10 a.m. and 5 p.m., and refrain from watering the common area landscaping altogether.
- Do not hose or wash down hard or paved surfaces (driveways, patios and sidewalks).
- Install low-flow showerheads and high-efficiency toilets.

EMERGENCY POLICY FOR INTERIOR INSPECTION OF UNOCCUPIED MANORS

Unoccupied Manors present a number of concerns to Third Mutual and its Residents, including the potential damage to the Mutual's Common Areas. These concerns increase the longer the Manor is unoccupied.

Third Mutual has passed a resolution that allows for an inspection of any Manor that has been unoccupied for a period of six (6) months or more, or which is reasonably believed to pose potential maintenance concerns.

The Mutual will notify the owner of record by written notice a minimum of 15 days prior the inspection. Exceptions are in case of an emergency inspection, in which case the Mutual or a representative may enter without prior notice to the Manor owner.

The inspector will identify and note conditions within the Manor in a written report. The report will be mailed to the Manor Owner at the Owner's mailing address in the Mutual's records. The inspector will facilitate the maintenance or remediation of adverse conditions identified to protect against damage to Mutual property, Common Area damage, or nuisance to neighboring Manors and Residents.

For more information on this resolution, you can review the minutes of the Third Special Open Meeting once they are approved and posted to the Laguna Woods Village website.



GARDEN VILLA NEWS

NEWS FROM THE GARDEN VILLA ASSOCIATION

By Garden Villa Association President Lynn Jarrett

The Recreation Room Subcommittee of the Third Mutual Board met recently following an extensive inspection of the 53 Recreation Rooms with Village Management Services Staff. It was decided that beginning this year two rooms will receive replacement chairs of 24 each. All 53 men's urinals will be modified, and 20 mirror replacements will be installed in both men's and women's restrooms. Game Room accent walls will be painted in buildings 2384, 2391 and 2391. Nine heat pumps will be replaced in the following buildings: 2353, 2354, 2386, 2387, 2388, 2391, 2393, 5371 and 5372. Remaining replacements are planned for next year. Garbage disposals and dishwashers are being phased out in the Recreation Rooms due to the probability of leaks.

The use of the billiard tables for purposes other than play will no longer be allowed. In the past, when the tables have been covered with plywood to facilitate their being used for serving food and other uses, fungus has grown in the felt resulting in a pungent odor. Now, the felt will be replaced and the tables will be protected by soft vinyl covers. If a Resident or group is using a Recreation Room and needs buffet tables, they will be made available. The Village Management Services Staff is looking into providing Wi-Fi access in the Recreation Rooms.

THE TOWERS

at Laguna Woods Village



THE TOWERS

By Village Breeze Volunteer Saretta Berlin

GETTING TO KNOW YOU... AT THE TOWERS

In the two buildings that comprise the Towers, there are always a significant number of new people moving in, and until they are in residence, the Staff knows very little about our new neighbors.

To acquaint new Residents with their new home, they are each invited to attend an early evening wine-and-cheese event where they can meet and visit with members of the Orientation Committee, the Mutual 50 Board of Directors and Towers Staff.

During the event, Chelsea Sullivan, Resident Services Coordinator, passes out an informal questionnaire

that asks for feedback about everyone’s background, hobbies and interests—all with the goal of offering the best community experience. The dining options are described, and contact numbers provided to make the transition to community living a smooth and pleasant experience. Staff uses the information gathered on these questionnaires to continue programming the services and activities that best suit the people living at the Towers.

The purpose of this event is to serve as the first of many positive experiences for each new Resident at The Towers, connecting them with new people and introducing the many opportunities that exist for them in their new home!

CELEBRATE YOUR BIRTHDAY WITH US AT THE TOWERS



“What do you always get on your birthday?” Answer: “Another year older!”

Regardless of our age, every birthday is a blessing and opportunity to celebrate during the monthly birthday dinners at the Towers.

Every Resident is invited to mark his or her birthday with friends and family at a special dinner catered by Sodexo. Served on attractive china, the special menu begins with a stacked salad or fresh seafood presentation. Though the menu changes monthly and seasonally, the main dishes could include Bourbon-marinated beef tenderloin, Chilean sea bass, Cornish game hen or a vegetarian dish served in a squash. Freshly prepared vegetables enhance each dish, and dessert is designed to overwhelm even the most committed dieter. A decadent chocolate volcano always pleases the palate. For more information call Kristen Orr at **949-434-5612** or email Kristen.Orr@associa.us.

To personalize the event, we ask family members and friends of each birthday guest to provide information for a personalized slide show. Whether humorous or serious, the special messages are always meaningful. Celebrating birthdays with friends and family has become an important part of The Towers’ tradition.

MEET UNITED DIRECTOR CARL RANDAZZO

By Carl Randazzo, Director of the United Mutual Board and Carol St. Hilaire, Adviser



Carl Randazzo has been married for more than 40 years to his wife Gail. They have two married sons and one grandchild—none live in California. The adventure of coming to Laguna Woods Village started over four years ago when Gail started looking for places where they could retire. She was attracted to Laguna Woods Village in California for all the reasons that attract everyone who wants to come here, with the addition of mountains and ocean beaches that were missing in their last home location of Houston, Texas. They purchased their Manor in 2015, after Carl retired.

Carl and Gail were both born and raised in New York City; however, due to Carl's work they have lived in several different states over the last 40 years. Carl spent six years in the Navy as a nuclear power plant operator on submarines, and then spent over 40 years in engineering and project management of major multimillion dollar projects for power, oil, gas and chemical facilities.

When the opportunity came to serve on the United Board, Carl believed the skills and experiences associated with his previous work could be applied to the position of Board Director. In addition to those experiences, other qualities will help him in this position: he is a team player, collaborator, good listener, multi-tasker, quick study and has a good sense of humor. All of which are fundamental qualities needed to get work accomplished in this community. Carl will use his experiences and qualities to help our community achieve the goals that are best for the community.

MAINTENANCE AND CONSTRUCTION

By Don Tibbetts, Chair

United will be installing *Shepherd's Crooks* on exterior walls in United Mutual starting in about two months. The Maintenance and Construction Committee has asked the Security Department for a recommendation of the most important places for installation, and the committee will select the area at our next meeting. Our budget allows replacement of approximately 900 feet per year. We want to select the area where we have the most illegal entries by outsiders. The Gate 1 and 5 areas have low block walls and a lot of cut barbed wire. However, we are looking at all United walls.

We are studying the *Shepherd's Crooks* at gate 11 (\$75 per lineal foot) and another type of fencing. We are focusing on the 7,775 linear feet of wall parallel to Paseo de Valencia. Funding of \$142,608 is available in the 2018 Perimeter Wall Replacement Reserve Budget. A decision will be made at our next meeting. All Residents are welcome to attend the open meeting on June 27 at 9 a.m. in the Board Room in the Community Center.

LANDSCAPE

By Maggie Blackwell, Chair



Aliso Creek is a protected drainage course passing through property owned by GRF. The Creek is designated “waters of the United States” and regulated by the Federal Government under the Clean Water Act regarding what maintenance and/or construction activities may be completed in and around it by GRF.

1

Landscape Staff performs maintenance work annually within the parameters set by the Stream bed Alteration Agreement with the California Department of Fish and Wildlife. Work entails cutting cattails in the stream down to one foot above the water line and removing non-native plants: Pruning or removal of any trees is not permitted. Work is restricted to between September 1 and January 31 each year to protect nesting birds. Before any work begins, a survey to determine the presence of the federally protected Western Pond Turtle must be completed. GRF hires a biological consultant to do this through an annual contract.

2

The bridge replacement project required certification by the California Regional Water Quality Control Board and San Diego Region Water Board. It allowed for the construction and included a requirement to install, develop and monitor mitigation landscaping near the project. This entails the establishment and maintenance of all native plants in an area created downstream of the bridge construction project area. The required five-year monitoring and documentation of the mitigation establishment is provided through a contract with an environmental consulting firm.

ARCHITECTURAL CONTROLS AND STANDARD COMMITTEE

By Janey Dorrell, Chair

What if I have an alteration that is “not” a standard alteration?

In order for a Member to propose an alteration that is not an established Alteration Standard, United Mutual provides the Member the opportunity to submit a Request for Variance.

Variance Requests are submitted to obtain approval for a variance to construct a non-standard alteration, one that is different from the Mutual’s Alteration Standards and/or Standard Plans. Variance Requests are submitted to Permits and Inspection at Window Seven in the Community Center and must be submitted and approved by the Alterations Controls and Standard Committee and the United Mutual Board Members.

The next meeting of the Architectural Control and Standards Committee is on Thursday, June 21, in the Sycamore Room in the Community Center at 9:30 a.m.

COMMUNICATIONS

By Maggie Blackwell, Chair

Bugs: I get bugs in my ears from people suggesting information to broadcast to Residents.

Give Security a KEY! Security may need to enter your unit for emergency purposes during your absence.

Examples: water overflow or leakage, fire, wasps, rodents, earthquake, etc. Surely you would prefer Security to be able to enter your unit immediately to secure the premises and prevent further damage. Give Security a key so they may enter quickly rather than have to seek a locksmith or other way of entry. When you will be away for weeks or months, have a neighbor or friend come in occasionally to check things, run water from every faucet and flush every toilet. This avoids the drying and caking of waste in drains and problems after you return. Any problems arising from an alteration will be billed to you. Best to have trouble found quickly. Be wise.

Inspection at Purchase: In cities everywhere the buyer has an independent inspector make a report before escrow. VMS inspectors are excellent, but an independent inspector comes in with different eyes and may notice things that might make a difference to the buyer. Every review gives another level of protection.

Safeguard Your Stock Certificate: It costs from \$3,000 to \$5,000 to replace a stock certificate. It is an exhausting process. Store your certificate in a secure place, like a safety deposit box. Make a copy to keep on hand.

SCE Will Be Having Power Outages: Residents will be notified in every possible way at least 72 hours before the outage. If you use medical equipment in your home, arrange now for Medical Baseline Program. SCE Customer service [800-655-4555](tel:800-655-4555) or www.sce.ca/upgrades. Please, Residents, assist your neighbors in this matter.

Budget Meetings Coming Up Soon: If you are interested in United budget and finance, check past board minutes on the website for treasurer's reports, view This Day YouTube videos of Director Gary Morrison, and come to United Financial Committee meetings and upcoming budget meetings. Maintenance and Construction meetings always include a spread sheet of the current 18 major projects for United. Check the website for United Finance, Budget and M&C Budget meetings.

LAGUNA WOODS VILLAGE ALTERATIONS AND STANDARDS UPDATE

DEMOLITION MUTUAL CONSENTS NOW REQUIRED

Some of the materials used when the Village was originally constructed contain asbestos. These items, such as drywall joint compound, popcorn ceilings and floor tile are harmless until they are disturbed. Unless properly handled when construction demolition occurs, they may pose a health risk to Residents and Staff.

Due to an unprecedented number of construction-related asbestos releases, and for the safety of Residents, Contractors and Staff, a new Demolition Mutual Consent process will be implemented on June 4, 2018. We understand this is an additional step in the process, but the safety and health of Village Residents, contractors and Staff is of the utmost importance. We appreciate your patience as we implement this new policy.

Members and Contractors proposing to perform alterations on a unit that involves removal of any asbestos-related items will be required to apply for a Demolition Mutual Consent when they apply for a standard Mutual Consent. The City will continue to issue Demolition Permits; both will be required to be completed before construction begins.

The Mutual Consent for construction will not be released until proper documentation of asbestos demolition has been received by the Village. Performing work without proper Mutual Consents will subject Members to disciplinary action. Asbestos contamination of common area is a serious issue and a major expense to remediate. A Member may be held liable for the remediation expense.

REVISED STANDARDS

Update on Attics: Third and United Mutual Boards have passed Resolutions allowing the removal of soffits and suspended ceilings through the Mutual Consent process. Members will be permitted to apply for Mutual Consents to raise the ceilings in their units up to the bottom of the structural members. Members who desire to go a step further, such as vaulted ceilings, are required to go through the variance process and get Board approval before doing any work.

Revised Standards: Both Mutuals have been updating and revising Mutual Alteration Standards. Many of the existing Standards have not been updated in many years. The Architectural Controls and Standards Committees of both Mutuals are revisiting all of the Standards and updating them to reflect modern construction methods and trends. All of the revised standards are available on the website.

[THIRD MUTUAL CLICK HERE](#)

[UNITED MUTUAL CLICK HERE HERE](#)

Both Mutuals have been working towards reducing the number of variances for common alterations. One of the ways has been to create a new Standard for Bathroom Splits, eliminating the need for variances for this common alteration. Additionally, both Mutuals have approved a policy allowing Staff to approve minor wall revisions over-the-counter with the Mutual Consent process.

CHOOSE THE RIGHT CONTRACTOR BEFORE PERFORMING ALTERATIONS

For most homeowners, the hardest part of any Manor-renovation project isn't the work itself; it's finding a competent and reliable contractor to do the job. Installing kitchen cabinets, knocking down a wall or re-tiling the bathroom is simple compared with the struggle of hiring a quality contractor who will perform at a high level from start to finish.

Before you do any work to your Manor, call or visit the Alterations Counter at the Laguna Woods Community Center to find out if your proposed alteration requires Mutual Consent. If your alterations cost more than \$500, you need a licensed contractor. Choosing the right contractor can make the difference between a successful Manor alteration and a disaster.

Here are some important tips to keep in mind:

Know what you want before you get estimates: Start with a plan and some ideas. Don't start by talking to contractors. You'll get a more accurate estimate if you can be very specific in what you want done and the materials you would like to use to make it happen.

Read online reviews but don't consider that enough information: Angie's List does not allow anonymous reviews, and the site checks to see whether reviewers actually used the contractor. Yelp and Google also have some reviews. You want to read the reviews carefully to make sure the contractor is the right person for your job and will work well with you. Keep in mind that reading reviews is not a substitute for checking references.

Ask friends, relatives and co-workers for references: People in your neighborhood who have done similar projects are your best sources. If you know people in the building trades, ask them, too. Employees of local hardware stores may also be able to provide referrals.

Shop the right contractor: Get at least three written bids on your project and make sure you're comparing bids based on identical plans, specifications and scope of work. Do not automatically accept the lowest bid. In fact, you should beware of any bid that is substantially lower than the others. It probably means the contractor made a mistake or is not including all the work quoted by his or her competitors. You may be headed for a dispute with your contractor if you accept an abnormally low bid. It's also possible that a low-bidding contractor may cut corners or do substandard work to make a profit.

Check the license status: When the contractor comes to your Manor to give you a bid, ask to see his/her pocket license, along with a picture I.D. Make sure the person you're dealing with is the same person on the license. Contractors are required to have their license number on their business card and on all bids and contracts. However, seeing a license number doesn't necessarily mean the license is valid. Check the license status through the Contractors State License Board at www.cslb.gov. Although an unlicensed operator may give you a low bid, the risks of possible financial and legal consequences outweigh any benefits a lower bid may seem to offer.

Make sure your contractor has a current business address and telephone number: A contractor who operates a business from the back of a pickup truck with a cellphone may be difficult to find if a job needs to be fixed after the last bill is paid. You can find a licensed contractor's "address of record" when you look up his/her license status on the Contractors State License Board.

Choose the right contractor for the right project: Someone who did a good job painting your neighbor's bathroom isn't necessarily the right person to build an addition to your home. You want to find a company that routinely does the kind of project you want done.

Ask what work will be done by the contractor's employees and what work will be done by subcontractors: It's a good idea to ask for an employee list to make sure the contractor really has the employees he says he does and won't be using casual labor hired off the street.

Don't make the final payment until the job is 100 percent complete: Contractors are notorious for finishing most of the job and then moving on before they get to the final details. Don't make the final payment until you are completely satisfied with the work and have all the lien releases and receipts.



IN YOUR NEIGHBORHOOD

To find out what's going in and around your neighborhood click on the project logs below.

GRF PROJECT LOG

[CLICK HERE TO DOWNLOAD](#)

UNITED MUTUAL PROJECT LOG

[CLICK HERE TO DOWNLOAD](#)

THIRD MUTUAL PROJECT LOG

[CLICK HERE TO DOWNLOAD](#)

GRF FACILITIES SWEEPING SCHEDULE

1ST FRIDAY OF THE MONTH

4 a.m. – 5:30 a.m. Clubhouse 1
5:30 a.m. – 6 a.m. Clubhouse 2

2ND FRIDAY OF THE MONTH

4 a.m. – 5:30 a.m. Clubhouse 3
5:30 a.m. – 6 a.m. Clubhouse 4

3RD FRIDAY OF THE MONTH

4 a.m. – 6 a.m. Clubhouse 7
6 a.m. – 7 a.m. Clubhouse 5
7 a.m. – 8 a.m. Clubhouse 6

4TH FRIDAY OF THE MONTH

4 a.m. – 7 a.m. Maintenance Center-Garden
Centers-Stables Lot

5TH FRIDAY OF THE MONTH (WHEN APPLIES)

4 a.m. – 7 a.m. RV Lots-Golf Maintenance

STREET SWEEPING SCHEDULE

MONDAY TO FRIDAY

7:30 AM – 3:30 p.m. Culs-de-sacs

MONDAY

7:30 AM – 11:30 a.m. Gates 1, 2, 3 - Calle Aragon to Via Estrada North

11:30 AM – 3:30 p.m. Gates 1, 2, 3 - Calle Aragon to Via Estrada South

TUESDAY

7:30 AM – 11:30 a.m. Gates 5, 6 - All streets in this area

11:30 AM – 3:30 p.m. Gates 11, 14 - All streets in this area

WEDNESDAY

7:30 a.m. – 11:30 a.m. Gates 7, 8 - Calle Sonora/Alta Vista (East Area)

11:30 a.m. – 3:30 p.m. Gates 7, 8, 9 - Calle Sonora/Alta Vista (West Area)

THURSDAY

7:30 a.m. – 11:30 a.m. Gate 10 - East of Ave. Sosiega & North of Monte Hermoso

11:30 a.m. – 3:30 p.m. Gate 9 - South of Monte Hermoso

Every other week - Gate 9 - Towers Parking Lot - Gate 11 - Check area and re-sweep if needed

FRIDAY

GRF Facilities. Please see GRF Facilities Sweeping Schedule.

*All times are approximate and subject to change