



Village Management Services, Inc.

# Village BREEZE

MARCH 2019

A Joint Publication of the Laguna Woods Village Corporations



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## Why RFIDs Are the Way to Go

Laguna Woods has been enhancing its gate security access system for the convenience and safety of all who live, visit and work in the Village. Security cameras and gate barrier arms are in place at Gates 5 and 6, and guests use barcoded, printed passes to gain entry. The process to upgrade the remaining Village gates with radio frequency identification (RFID) decal technology began the first week of February, with construction underway at Gates 2 and 8.

RFIDs are an integral part of the Village gate access system upgrade, which allows for quick and easy Community access for Residents, improves guest access management, simplifies the process of identifying unauthorized vehicles and gives Security



the investigative tools necessary to maintain the Village's high safety standards.

Vehicles access the Community via the Resident lane. The decal automatically opens gate arms without Gate Ambassador assistance; Residents and guests driving a vehicle without an RFID should use the guest lane to avoid holding up traffic.

Residents without RFIDs can acquire one by visiting Resident Services in the Community Center during normal business hours, 9 a.m. to 5 p.m., Monday through Friday. Residents must present a current vehicle registration and Resident identification card. The per-vehicle RFID fee is \$25, which was approved by the GRF Finance Committee in 2017 and again in 2018.

When Residents move from the Village, the RFID is deactivated and will no longer work. This assures that only authorized Residents have access to the RFID lane at the gates.

For more information, call Resident Services at **949-597-4600**.

### HOW ONLINE GUEST PASS REGISTRATION SIMPLIFIES VEHICLE ACCESS

Residents can register guests online and print passes 24/7 using a computer, tablet or smartphone. Visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com), click Residents and then click Guest Passes. Residents who have an email address on file should have received an email with login instructions.

If you do not know what email address you have on file, please contact Resident Services at **949-597-4600** or [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org). For a video tutorial on using online guest registration, click [here](#).

# Mandatory Organics Recycling in Effect

In accordance with Assembly Bill 1826, Laguna Woods Village began implementing a food-waste recycling initiative through Waste Management CORE program in February. The CORE organic recycling process converts food waste into EBS, an organic slurry product used to generate green energy. In Southern California, New York, Boston and Northern New Jersey, CORE delivers this product to municipal wastewater facilities, which increases their energy output.



As part of California’s recycling and Green House Emissions target, businesses that generate more than 4 cubic yards of commercial solid waste must arrange for organic recycling service. In February, bins/carts for organic food waste were placed at Clubhouses 1, 2, 3, 5, 6 and 7, as well as at the Village Greens Restaurant and the Community Center break room.

**NOTE: This organics recycling program is for Village operations only and not for Residents.**

## Village Locales Looped for Hearing Accessibility

For Residents with hearing loss who would like to gain greater audio accessibility in the Community, most Laguna Woods Village clubhouses, as well as the Community Center board room and PC Club Learning Center, offer hearing-assistance systems and equipment to help maximize the hearing people have and remain connected to friends while enjoying activities.



To view the Laguna Woods Clubhouse Accessibility Chart, click [here](#). For more information, call **949-614-5307** or email [hearingwellclub@gmail.com](mailto:hearingwellclub@gmail.com).



## SERVICE CENTER EQUESTRIAN GATE HOURS UPDATE

Effective March 4, the Service Center Equestrian Gate (off of El Toro Road), which is used by Residents with golf carts to visit the Stater Bros. shopping plaza and other destinations, is closed from 9:30 p.m. to 5 a.m. daily. The modified gate closure aims to provide enhanced overnight security and safeguard Village vehicles and equipment by limiting access to the Service Center.

For more information, call Senior Transportation and Maintenance Manager Chris Laugenour at **714-597-4638**.

# Village Welcomes Second Annual Health and Wellness Expo

The Village's Second Annual Health and Wellness Expo will take place at Clubhouse 5 on Thursday, March 21, and Friday, March 22, from 11 a.m. to 3 p.m. both days.

The Department of Recreation Services Staff will be on hand to promote upcoming classes and events, and Staff from the Department of Security Services and Social Services will talk to attendees about safety, mental health wellness and more. Various demos include aquatic fitness demonstrations and instruction on how to use the equipment in the fitness facilities.

The event is complimentary. Each day, the first 375 attendees will receive free cooling towels. Free juice, smoothies and infused water samples will be available to all attendees. Free food and sponsor giveaways will be available while supplies

last. Attendees who secure sponsor initials on their "sponsor passport" can turn in their document for raffle prizes.

Sponsors include A Right Place for Seniors, Acti-Kare, Aetna, Alzheimer's Family Center (Mind & Memory Center), Ameripharma (Medbox), Braille Institute of America, California Protons Cancer Therapy Center, Care Partners at Home, Chick-Fil-A, Clear Captions LLC, Dignity Memorial, East-West Wellness Medical Center, Edward Jones-Mahnaz Nouri, GUARDaHEART (PULS Cardiac Test), Hearing Well, Humana, Lake Forest Dental Group, MemorialCare Medical Group, MemorialCare Saddleback Medical Center, Osher LifeLong Learning Institute at UCI, Quality of Life Prosthodontics, Seniors Helping Seniors, Swiss Bionic Solutions, Saddleback College Emeritus Institute, Tran Plastic Surgery and Villa Valencia.





# Keeping Our Trees Healthy and Beautiful

By Lynn Jarrett, Director

More people than ever have questions about how to handle landscape issues in the Village, which contains more than 30,000 trees and many beautiful shrubs, bushes, grasses, etc. If you have a request contact Resident Services. A landscape Staff member will contact you and evaluate your request. If your request falls outside of routine maintenance, Staff may recommend you fill out a Mutual Landscape Request Form to be discussed during a Third Board's Landscape Committee. You will be invited to attend the committee's open meeting when your request is scheduled for discussion.

## Tree trimming and removal

Trees are some of our Community's most important landscape assets. Our trees are tracked in our ArborPro® tree inventory management software. The program assists Staff with the scheduling of trimming, effectively increasing the efficiency of Third's tree maintenance program. There are occasions where a tree may need off-schedule trimming. Residents may request this trimming; depending upon circumstances this may be a chargeable service.

Tree removal is a separate matter; Third Board Resolution 03-11-149 states:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction if the obstruction is at a considerable distance from the complaining manor and therefore causes only a partial obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.



- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

Third does not remove trees unless they meet the resolution's criteria for removal. All trees shed litter seasonally. Litter is not a reason to remove a tree; neither is removing a tree to unblock a previously clear view. Third Mutual does not permit tree removal because the tree now blocks a view that once was clear 20 or 30 years ago. Third Landscape Committee will consider removal requests at the regularly scheduled meetings. Residents are always welcome to attend the meetings

## Long-term goals

To preserve our wonderful landscape assets, we must work together to find reasonable solutions to the proper tree and plant mix in our Mediterranean climate. Third has begun a program to modernize the plant palette, conserve water and reduce fire risk while still maintaining a healthy and beautiful landscape. Achieving these goals will not happen at once, but Third Board believes that it can be achieved with vision, hard work and patience.

# Two New Directors Join Third Laguna Hills Mutual Board

Reza Karimi and Annie McCary have been elected to serve on Third Board.

Director Karimi, whose term as second Vice Chair of the VMS Board will end as he joins Third, is an active member of the pickleball club and enjoys Movie Night at the Performing Arts Center and other Recreation activities. He has been a full-time Resident since January of last year.

“The opportunity to serve and better the environment around me is a lifelong commitment that I have faithfully carried out with due success,” said Director Karimi, who holds a doctorate in analytical chemistry and master’s degrees in petroleum engineering and analytical chemistry. “The chance to make a meaningful impact on the community is an opportunity I cannot turn away from.”

“The Third Mutual board offers an avenue for me to serve those I live with and to help Residents with special needs garner additional resources and outlets that in turn will enhance the efficiency, prestige and lifestyles of those residing within the Community here in the Village,” he added.

Director McCary, President of the Laguna Woods Village African American Heritage Club, a member of the Robert’s Rules Study Club and a Neighborhood Captain for Laguna Woods Village Disaster Preparedness, worked for the County of Los Angeles



Reza Karimi



Annie McCary

## VMS BOARD OPPORTUNITY OPENS

With the election of Director Reza Karimi to the Third Board, the seat he held representing Third Mutual on the VMS Board is open. Those interested in serving on the VMS Board may submit a candidate application (orange form) and a 300-word candidate statement to Assistant Corporate Secretary Whitney Thornton in the General Manager’s office no later than 5 p.m. on Wednesday, March 20, when the nomination period closes.

Candidate interviews and selection will take place at a Third Mutual special board meeting on Monday, March 27, at 9:30 a.m. in the Community Center Board Room.

**Applicants must be a Resident of Third Laguna Hills Mutual.**

For more information, call Ms. Thornton at [949-268-2295](tel:949-268-2295).

Department of Health Services for almost 25 years, ending her tenure there in 2014 as Assistant Nursing Director. She is a five-year Village Resident.

“Serving on Third Board will provide an opportunity to give back to the community,” said Director McCary, who holds a master’s degree in science for nursing. “I am hardworking, work well with others and every day I am grateful to live in a community where I enjoy so many benefits, including safety, senior activities and nature, to name a few. I realize that so many Residents give their time and talents to make this community so great.”

# Prevent Mail Theft with These Simple Tips

Postal inspectors in Laguna Woods and across the country work hard to protect your mail. But with deliveries to more than 100 million addresses, the Postal Inspection Service can't do the job alone. Here's how you can help keep your mail safe from potential theft:



One of the best ways to prevent mail theft is to deposit your mail directly into USPS blue collection boxes.

- **Enroll online** in the United States Postal Service's free **Informed Delivery** program to preview grayscale images of incoming mail, track packages, leave delivery instructions, reschedule delivery and more.
- **Use post office letter slots** to mail letters, or hand them to a letter carrier.
- **Deposit mail** in USPS blue collection boxes before the last pickup time.
- **Remove mail** from your mailbox promptly after delivery, especially if you're expecting checks, credit cards or other sensitive items. If you won't be home when the items are expected, ask a trusted friend or neighbor to pick up your mail. Don't leave it in your mailbox overnight.
- **Don't** send cash in the mail.
- **Ask your bank** for "secure" checks that can't be altered.
- **Request** the post office hold your mail if you plan to be away from home for more than three days. You can initiate a mail hold at the post office or online at **USPS.com**.
- **Call the Sheriff's Department** immediately at **949-770-6011** if you see a mail thief at work; then call postal inspectors at **877-876-2455** (press 3).

If you believe your mail was stolen, report it immediately to Laguna Woods Village Security at **949-580-1400**. Personnel will also direct you to file a report with the Sheriff's Department and postmaster/postal inspector. Postal inspectors may determine whether your incident is isolated or part of a larger mail-theft problem. Your report may help them locate and apprehend the thieves.

File a mail-theft report by calling postal inspectors at **877-876-2455** or complete the report online at the **United States Postal Inspection Service website**.



## Lights out? Report it!

Residents who notice burned out or flickering lights in common walkways can help solve the issue by reporting it to Resident Services in the Community Center in person, by calling **949-597-4600** or by emailing [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org).

Specific information about the problem, such as lights flickering, out, always on, etc., as well as location (first floor breezeway by Unit C, or garage light out near back stairwell), is important for proper and prompt service.

# Emergency Manor Entry Policy

Unoccupied manors present a number of concerns to Third Mutual and its Residents, including potential damage to common areas and other adjacent manors. It is the fiduciary responsibility of the board to protect the mutual's assets. Manors that have remained unoccupied for more than six months are reasonably believed to pose potential maintenance concerns. The mutual has the right to access an owner's manor at any time in the event of an emergency or if there is reasonable cause to believe there is an issue such as a water leak. In a nonemergency situation, the mutual will give the owner a 15-day prior written notice before entering. In the case of a proven emergency, the manor can be entered at any time.

Security personnel will be present for all inspections to document the inspection and ensure there is no adverse impact on the manor's interior. This

inspection is subject to a fee(s). The inspector must identify and note conditions within the manor in a written report that will be provided to the owner and facilitate the maintenance or remediation of adverse conditions identified to protect against damage to mutual property, common area damage or nuisance to neighboring Residents.

Any necessary emergency maintenance or repairs (those that are required to prevent damage or imminent damage or injury to persons or property) identified in the inspection and carried out by the mutual that are the responsibility of the member will be charged to the owner after a noticed hearing before the board in accordance with the mutual's governing documents.

Necessary emergency maintenance and repairs that are the responsibility of the mutual will be carried out at the mutual's expense.

## MANOR KEY POLICY

Community Access maintains keys to manors within the Community for the convenience of Laguna Woods Village Residents. The Key File Program is voluntary and not required unless the owner expects the manor to be vacant for more than six consecutive months. For other Residents it is voluntary but strongly recommended for the following reasons:

- An emergency maintenance repair is required during a Resident's absence and manor access can be gained to complete repairs, or
- A Resident can obtain their manor key(s) to gain access when they have misplaced/cannot locate their keys.

To ensure all keys are secure, Security personnel are the only individuals who may check keys out from Community Access. To submit keys to the Key File Program for your manor, visit Resident Services at the Community Center at 24351 El Toro Road.



# New Storage Rules for LH-21 Buildings

As of January 15, Residents are permitted to store personal property in common storage rooms in LH-21 buildings (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).

To ensure that storage practices by Residents adhere to health and safety guidelines, the Third Laguna Hills Mutual Board has established the following reasonable rules, regulations and guidelines:

- **Do not** store items that could become noxious or offensive, or in any way threaten the health, safety or well-being of any community member.
- **Keep storage rooms** unlocked; Residents store personal property at their own risk.
- **All personal property** stowed in storage rooms must be packed in cardboard cartons or similar containers (suitcases or cabinets), neatly tied or sealed shut and marked clearly with the name and manor number of the owner. Only current Residents of the building may store their items there. All cartons shall be stacked or otherwise arranged neatly in the storage room. Lines are painted, or taped, on the storage room floor, clearly designating the approved storing area and each storage spot as well as the area to keep clear for safe access. These areas shall be maintained at all times. No loose items can be left out of a container; all items in the storage rooms must be identified with the manor number.
- **Residents on the first floor** have no storage room; they may use space in the second- and third-floor storage rooms. Second- and third-floor Residents should use the storage area on their floor only.
- **Each Resident** may use only one designated storage spot.
- **The ability of all Residents** to store any personal property in any storage room shall constitute a privilege only and shall not, under any circumstances, be deemed or construed as a bailment of such personal property. Such privilege is at the sole but reasonable discretion of this board (or any of its authorized representatives), and may be revoked at any time, with or without cause, upon this board (or any of its authorized representatives) providing to the affected Resident or Residents seven days' prior written notice of the termination of such privilege; provided, however, that no such prior notice shall be required if the storage of the affected personal property in the storage room, or the manner in which such property is stored, violates the provisions or intent of this resolution.
- **Any personal property** not removed from a storage room when demanded by this board (or any of its authorized representatives hereof) may be removed by this board (or any authorized representative hereof), and may be (a) stored at the expense of the owner of such property or (b) treated as abandoned property and disposed of in accordance with the provisions of California Civil Code Section 1980 et seq., or such other similar provision of law as may then be in effect.
- **Neither the Third Laguna Hills Mutual, nor the Golden Rain Foundation** of Laguna Hills, nor any of their agents, employees, officers or representatives shall be responsible for any damage, loss, theft, vandalism or other loss of any kind whatsoever suffered with respect to any personal property stored in a common storage room by a resident.

## LH-21 Building Storage Takeaways

- Share storage rooms equitably
- Proper packing required; clear owner name listed
- Remove items left by former Residents
- Prohibit hazardous/inappropriate items
- Third Mutual can remove inappropriate items

# New Dryer Installation in Third

The dryer replacement project in Third's laundry rooms is underway, with 30 dryers being installed each day. A total of 370 new dryers will be installed when the project is completed.

The new dryers are coin operated, whereas in the past there was no charge. However, Third Residents who live in units that share a standalone laundry room are no longer paying a monthly surcharge as of January 1, 2019. For owners in three-story buildings, the monthly surcharge for laundry rooms has been reduced for 2019. The coin-operated machines mean you pay as you use, and for only the time needed to do your laundry.

The Third Board voted to reduce the number of dryers because the new ones are anticipated to require less drying time. Third Mutual previously equipped its laundry rooms with residential-grade dryers, which were not designed for high-volume, public use. In the past five years, Maintenance and Construction performed 1,741 dryer repairs at significant expense to the mutual and, ultimately, its Residents.

The new Maytag commercial dryers have been independently reviewed by thousands of customers and received a 4.5-star rating. The model is designed for ease of use, with a simple three-selection control panel and improved ergonomics that require less effort to load and unload.

The dryers operate for 20 minutes for 25 cents and are intended to be used for 40 minutes for 50 cents. Very large loads may cost 75 cents, while a small load or a few items may cost only 25 cents. Users can start a load with multiple quarters; time will accrue for each deposit, eliminating the need for multiple trips to the laundry room to insert coins for longer drying times. Residents can remove clothing from the dryer earlier if needed.

Along with the new dryers, pedestals are being added to the washing machines.

The plan to install new dryers was initiated in 2017. The Third Maintenance and Construction Committee worked with the Third Energy Committee (which has since merged with United and GRF to form the Village Energy Task Force.) All decisions regarding Third Mutual dryers were made in a public forum by elected board members who reside in your Community. The issues of pay-per-use dryers, timing, cost and pedestal purchases all were discussed in open Third Mutual Board meetings and reported on publicly, including in four issues of the Village Breeze. Once all installations have been completed, the Third Maintenance and Construction Committee will work with Staff to analyze laundry usage and address any issues that may arise.

## Alteration Closeouts

The first step before making any alterations to your manor is to visit the Manor Alterations Department on the first floor of the Community Center. Staff will assist you in obtaining the proper authorization and permits before work begins. Depending on the extent of the work, you also may need a permit from the City of Laguna Woods.

After an approved alteration is complete, the closeout process, which you must do with the Manor Alterations Department, is the important last step. If you had to obtain a city permit and the city inspected the work, you must take a copy of the signed city inspection certificate to the Manor Alterations Department in order to close out your alteration.

If you fail to complete the closeout process, your ability to sell the property will be hindered. Manor Alterations is open Monday through Friday from 7 a.m. to 5 p.m.

# GARDEN VILLA NEWS

## Best Ways to Resolve Building Problems

By Stuart Hack, President of the Garden Villa Association

Three-story building Residents sometimes are unsure of how to approach problem resolution. It might be excessive noise in the building, someone smoking outside their manor, a water leak, etc. Here is a guide highlighting the best way to get help.

ISSUE	SOLUTION
Third Mutual rules in violation	Compliance
Resident, nonresident nuisance	Security
Water or sewage leak	Resident Services; Security after hours and weekends
Elevator not working	Resident Services
Rec room equipment	Resident Services
Building lights out	Resident Services
Smoking	Contact Security immediately
Parking in the wrong carport space	Security
Fire	911
Individual needing emergency treatment	911
Landscaping	Resident Services
Rain gutter	Resident Services
Bulky item pickup at no charge	Resident Services
Bulky item drop-off at no charge	Third Saturday every month; place near trash bins

### IMPORTANT PHONE NUMBERS

Compliance  
**949-268-CALL (2255)**

Resident Services  
**949-597-4600**

Security  
**949-580-1400**

### OTHER TIPS

Email your question or complaint whenever possible. Doing so creates documentation that builds a “paper trail” of when you made the requests and where you sent them.

### HOW GVA CAN HELP YOU

If we have the written record of your request and you have followed up on it at least once, your regional rep and GVA president will help obtain resolution. We all live in a wonderful village that is 90 percent perfect. For the other 10 percent, we can all work together for improvement.



# Why Board Meetings Take Time

By Juanita Skillman, President

Many Residents ask why our board meetings last so long. The reason for that is simple: We have a lot to say. One of our board goals is transparent communication, mainly via our open, televised monthly meetings.

We encourage our members to attend committee meetings to voice their opinions and ask questions. However, not many members attend these meetings. Instead we hear, “Why didn’t we know about this?” and “What are you hiding from us?”

Any issue acted upon by the board undergoes a process accessible to all members. The issue is raised with the appropriate committee, where it is researched, debated and approved to bring to the board for final approval. At board meetings, the first reading falls under new business, and the matter is postponed for a minimum of 28 days (according to state law), allowing for member comments. At a subsequent meeting, usually the following month, it is read for a second time under unfinished business and voted on by the board. Members can voice their opinions at this time (a three-minute time limit), and each director can indicate why he or she favors or opposes the matter. A vote is taken and majority rules.

At board meetings, we also hear committee reports for United and GRF committees. This lets Residents hear a summary of issues being discussed in committees and learn committee meeting times and who the committee chair is in case they wish to contact them.

Your directors are very busy; the monthly board meeting is just the tip of the iceberg.

## RECYCLING 102: GLASS

By Elsie Addington, Director

Recycling one ton of glass saves:

- 42 kWh of energy
- 5 gallons of oil
- 714.286 Btu of energy
- 2 cubic yards of landfill
- 7.5 pounds of air pollutants

One ton of glass amounts to approximately 1,800 wine bottles or 5,333 beer bottles. That’s a lot of wine and beer—but for some, especially after a good golf game, not so much! Of course, many other products come in glass containers, such as jams and jellies, pickles, olives, soups and sauces.

All of these containers can go into the blue bin with one caveat: They must be free from food residue, which quickly turns to stinky goo, making it impossible to melt the items and recycle them into new glass. Waste Management also asks Residents to not break up glass and mix colors.

When you’re recycling cardboard, paper, cans and plastic, please remember our old friend glass, which we have been using far longer than any of the former. One of its greatest qualities is its ability to be reborn over and over—if we just do it right! Waste Management’s [“Myths” website page](#) has some good information about recycling; however, not all of it applies to Laguna Woods Village. Residents can use plastic bags to collect recycling. Plastic bags are permitted in both garbage and recycling bins. This exception is possible because the machinery at the plant where Village waste is taken to can handle bags.

# Answers for Residents

By Sue Margolis, Director

United has a new item on its agenda—following up on member questions from previous board meetings. When members ask questions at board meetings, they are to receive a response either at or after the meeting. Others in the Community may be interested in the same issues.

## January

A Resident in 660-D asked why awnings were not painted. The mutual's policy is not to include any alterations in United maintenance. The awnings are solely the responsibility of the member. The next Maintenance and Construction meeting is Wednesday, February 27, at 9 a.m.

A Resident in 487-A requested a 60-day rental minimum instead of our current three-month period. United's 90-day rental requirement was established to avoid short-term rentals and vacation rentals. No change is planned. The next Governing Documents review meeting is Monday, March 25, at 1:30 p.m.

## February

Residents in 470-A, 592-E and 270-R spoke about Roundup usage in the Village. Currently, we are evaluating cost-effective replacements; meanwhile, Roundup is used sparingly.

Another Resident spoke on behalf of Residents regarding increases in homeowner association fees.

We know it is frustrating that there can be no dialog at board meetings, but we do have time constraints. Members are welcome at committee meetings or they may attend the United Resident Advisory Committee for further discussion.

The next meeting is Thursday, March 14. Email Director Cash Achrekar [cash334@gmail.com](mailto:cash334@gmail.com) to help us ensure the United Laguna Woods Mutual Board has the right people in attendance at our meetings to facilitate communication.

## GOVERNING DOCUMENTS

The committee will review guidelines for public speech and canvassing. A new law for 2019 gives Residents, citizens and groups the right to speak within the Community in common areas, petition the Community and distribute handouts. Each board may establish reasonable guidelines.

Guidelines existing or in the new law  
Handouts may be distributed passively at clubhouses and common areas, which means "offered." Residents may not be harassed or followed. Fliers may be placed on a clubroom table with permission of the club but may not be left in stacks.

Fliers may be placed at front doorsteps (preferably under a doormat corner) or in the screen door. When a gate is closed, the flier

may be slid under the gate or placed on a mat outside the gate. Nothing may be placed in or removed from a mailbox or postal area. Candidates may knock on a door; however, any "Do not disturb," "No solicitation" or "No fliers" sign must be obeyed. Printed materials must feature the sponsor's name at the bottom and be approved by the candidate or club.

A half-page-size notice/flier may be posted on a bulletin board in each laundry room. Only one flier per candidate, church or club is permitted per month. Do not remove or cover up others' fliers. All postings are removed monthly when each laundry room is cleaned.

The best advice when distributing fliers and handouts? Inform, don't irritate.

# Occupancy Law

By Juanita Skillman, President

Civil Code §51.3 has specific senior housing requirements controlling senior developments. Accordingly, United Bylaws, Art. I Sec 4 (j) and (Art III Sec 1), establish the minimum age at 55 and financial and eligibility requirements that are in agreement with the law.

Every Resident needs board approval. A guest (maximum 60 days/year) needs no approval. Others qualified to reside are listed in Civil Code §51.3. Specifically:

- A qualified permanent Resident residing with the member prior to death or hospitalization, 45 years or older, a spouse, cohabitant or person providing primary physical or economic support to the senior member.
- Cohabitants: Persons residing together as husband and wife or domestic partners (Family Code 297).
- A disabled child or grandchild who must live with the senior.
- Registered live-in caregivers (age 18+) who provide substantial necessary medical and physical care to the senior.

All require board approval. Every first sublease requires board approval. Subsequent leases need Staff approval. United Resolution 01-17-92 sets 90-day minimum for subleases to avoid disruption by frequent move in/out of short-term unapproved renters from rental websites (unknown persons, any number, any age). United's small, close units are designed for owner occupancy. The first subleases were allowed about 25 years ago as one-year leases. Six years ago, six-month subleases were allowed; now the requirement is 90 days, and approval is required.

Some members house illegal occupants. United pursues these members for breaching the occupancy agreement, sets fines and proposes a possible revocation of membership.

## GRF M&C COMMITTEE REPORT

By Carl Randazzo, Director

The GRF Maintenance and Construction Committee includes two directors each from United and Third Boards, one director from Mutual Fifty and three directors from GRF (one is the committee chair).

During the February 13 meeting, the committee discussed projects recently completed or close to completion, including the project from the Energy Task Force to add four more electric vehicle charging station (EVCS) bollards in the Community Center parking lot. This location is a public space, so we are eligible under the Southern California Incentive Project (SCIP) for reimbursement of up to 75 percent of the cost or a maximum of \$210,000. Most of the infrastructure is already in place to support additions, so our cost will be minimal. Inside our gates we have no public access; therefore, we are not eligible for SCIP funds. Potential locations of EVCS bollards inside Laguna Woods Village are currently in early discussions, led by our energy advisor.

Also in February, the committee addressed walkway lighting bollards at Clubhouses 1, 2, 3, 4 and 5, and possible changes and additions to the tennis clubhouse.

In closed session, the committee considered a contract award for a main electrical panel installation at Gate 4 as part of the upgrade. Current power to Gate 4 is from two 20-amp, 120-volt circuits from laundry room 105, approximately 300 feet from the gatehouse. The circuits are fed from an electric panel with insufficient capacity to support gate security access equipment. New work will provide the power needed for the upgrade.

# THE TOWERS


at Laguna Woods Village

## Towers Residents Receive Kudos for Operation Gratitude Volunteerism

A huge shout out of appreciation goes to our Operation Gratitude volunteers for writing more than 2,000 letters in 2018 to wounded warriors, veterans and currently deployed servicemen and servicewomen. The volunteers recently received a letter thanking them for the contribution they make through their weekly letter-writing efforts.

Please join us in recognizing Steve Handelman, Harriet Fillmore and Laguna Woods Village Resident Mary Montague for their outstanding commitment to supporting our troops. Keep up the good work!

All volunteers are welcome to participate in Operation Gratitude every Monday at 2 p.m. in The Towers' Library.



On behalf of Operation Gratitude and the heroes who receive our care packages, I thank you for your generous donation of 2000 letters and your dedication to our mission. Your contribution will enable us to send over **250,000 'chock full' Care Packages** this year to the tens of thousands of brave men and women still deployed overseas in harsh and remote areas; to their children anxiously awaiting their return; and to Veterans, New Recruits, First Responders, Wounded Heroes and their Care Givers.

With the help of caring Americans like you, since our inception in 2003, we have sent more than **2 Million Operation Gratitude Care Packages** containing snacks, hygiene products, entertainment and hand-made items, and personal letters of appreciation. These expressions of love and concern from fellow citizens offer our Military & First Responders a much-deserved **"Thank You For Your Service"** and are always greeted with enthusiasm and great appreciation.

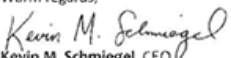
As one Navy Sailor and New York Police Department Officer recently wrote:

*"Every box, every piece of paper, every cloth, every book, every pen, every pencil, every notebook, every brush, every tooth paste, every shower gel, every puzzle, every magazine, every letter, every piece of candy..... means a lot to us when we are away from home. It gives us Hope, Confidence, Happiness, Strength & Pride that somebody think about us, that someone is there for us. Thank You all. God Bless America."*

To read all the current letters of thanks from our recipients and to see their photos with your Operation Gratitude care packages, please "Like" us on Facebook: [www.facebook.com/OperationGratitude](http://www.facebook.com/OperationGratitude) and "follow" us on Twitter: [www.twitter.com/OpGratitude](http://www.twitter.com/OpGratitude), Pinterest: <http://pinterest.com/opgratitude> and Instagram: <https://instagram.com/opgratitude/>

On December 9, 2017 we celebrated the delivery of our **Two Millionth Care Package** - all made possible by your support! I hope you'll visit our Social Media sites to see pictures of the event!

Thank you again for your thoughtfulness and wonderful patriotic spirit. Every single donation we receive furthers our mission of saying "Thank You" to those who serve. The recipients of your generosity will remember your kindness forever. As a 20-year Marine and the new CEO of this amazing organization, I will always be appreciative of your support and encouragement for Operation Gratitude. You are truly making a difference!

Warm regards,  
  
 Kevin M. Schmiegel, CEO

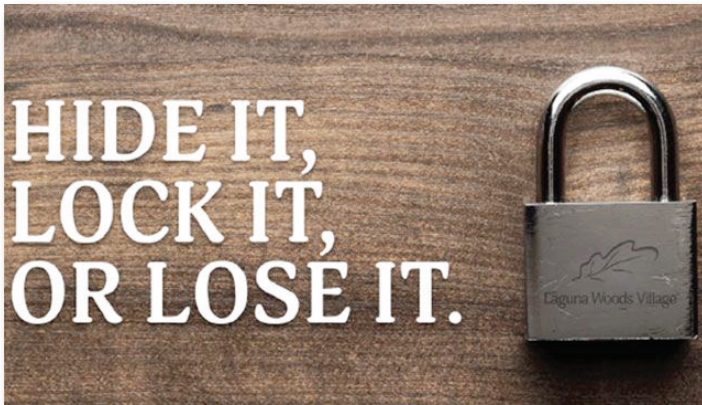
Operation Gratitude has been granted non-profit status under Section 501 (c) 3 of the IRS Code. Your contribution to this organization is fully deductible in accordance with applicable law for federal income tax purposes as no goods or services were provided in exchange.

## Valentine's Day at The Towers

This Valentine's Day, The Towers did it up in style. Residents were surprised with a wonderful welcome to the dining rooms, and the dining services staff prepared delicious dinner complete with sweets. It was safe to say that Residents felt the love in the air!



# FOR THE **GOOD OF THE HOOD**



## Hide It, Lock It or Lose It

Although we all enjoy a protected sense of security inside the gates of the Village, our Community sees many visitors. With the increased activity comes an increase in petty theft. Residents have reported items stolen from carports, open patios and some of the garden plots.

The first defense is to keep valuable possessions, especially bicycles, golf accessories and garden tools, secured and out of sight. It can't be a temptation if no one knows where you have stored it. If you notice any irregular behavior from people you do not recognize, call Security immediately at [949-580-1400](tel:949-580-1400).

Security is always aware of and alert to heightened theft activity in the Village. You can make every officer's job more successful if you remember the motto, "See Something, Say Something."

## OC Health Care Agency Pharmacist Assesses Meds

Laguna Woods City Hall offers Village Residents periodic one-on-one assessment opportunities to meet with the County of Orange Health Care Agency pharmacist to review medication regimens, provide alerts regarding side effects and identify any potential drug interactions. Seating is limited and sessions are by appointment only. Assessments are held at city hall chambers at 24264 El Toro Road. The city currently is placing interested Residents on a wait list. Call [949-639-0500](tel:949-639-0500) for more information.



## BUS SERVICE EVALUATION WORKSHOP

Residents interested in learning about the Village transportation system can attend an informational meeting Wednesday, March 20, at 11 a.m. in the Clubhouse 1 Main Lounge and at 1:30 p.m. in Lortscher Hall at The Towers. No reservation needed. For more information, call Transportation at [949-597-4659](tel:949-597-4659).



# Don't Get Hooked by Phishing Scams or Fake Emails

Last month, some Residents received an email claiming to have been sent from the Village website to donate to a GoFundMe.com campaign for an ailing child. In actuality, the photo of this same child has been used in many phishing campaigns over the past two years.

The email read as follows:

*Dear Member,  
One of our member is in dire need of the entire Laguna Woods Village to help and it really be appreciated if we all can join hands together and save her son. A fundraising campaign has been created and counting on everyone to support her. Below is the campaign, thank you for your support in advance.*

Phishing is one of the most popular email scams, but emailed security threats come in many forms—not just fake fundraising campaigns. Here are tips on how to recognize fake emails.

## Don't trust the display name

Often, a phishing email will come from an address that appears to be genuine. Hackers aim to trick recipients by including the name of a legitimate company within the structure of email and web addresses. However, if you examine them, you may find that they're bogus variations—for example, customerservice@mail.macys.work rather than customerservice@macys.com.

## Look but don't click

Hover your mouse over any links embedded in the body of the email. If the link address looks weird, don't click on it. Test the link by opening a new window and typing in the website address directly rather than clicking on the link from unsolicited emails.

## Check for spelling mistakes

Legitimate messages usually do not have major spelling mistakes or poor grammar. Read your emails carefully and report anything that seems suspicious.

## Analyze the salutation

Beware emails addressed to a vague "Valued Customer." Legitimate businesses often use a personal salutation using your first and last name.



## Don't provide personal information

Legitimate banks and most other companies will never ask for personal credentials via email.

## Beware of messages designed to make you panic

Invoking a sense of urgency or fear is a common phishing tactic. Beware of subject lines that claim your "account has been suspended" or your account had an "unauthorized login attempt."

## Review the signature

Lack of details about the signer or how to contact a company strongly suggests a phish. Legitimate businesses always provide contact details.

## Don't click on attachments

Hackers commonly include attachments that contain viruses and malware, which can damage files on your computer, steal your passwords or spy on you without your knowledge. Don't open any email attachments you weren't expecting.

## Don't believe everything you see

Phishers are extremely good at what they do. Just because an email has convincing brand logos, language and a seemingly valid email address does not mean that it's legitimate. Be skeptical when it comes to your email messages—if it looks even remotely suspicious, don't open it.

## Reporting Email Fraud

File a report with the Federal Bureau of Investigations Internet Crime Complaint Center at [ic3.gov](https://www.ic3.gov).

Report suspicious emails to the Federal Trade Commission at [spam@uce.gov](mailto:spam@uce.gov). If you believe you have been taken advantage of by a spam scam, file a complaint with the FTC online at [ftc.gov/complaint](https://www.ftc.gov/complaint).

## How to Find Meeting Agenda Packets on the Village Website

- Go to [lagunawoodsvillage.com](https://www.lagunawoodsvillage.com).
- Hover over/ click “Documents” in the task bar.
- Click the board of choice to arrive at landing the page containing files specific to that board and its respective committees, including agendas, meeting minutes, resolutions, sales and leasing, operating rules, governing documents, financial services and more.



## Pool 1 Closed Pool 5 Reopens

For pool hours and class schedules, click [here](#). The schedule for temporarily relocated Aquadette practice is to the right. For more information, call Recreation at **949-597-4273** or email [recreation@vmsinc.org](mailto:recreation@vmsinc.org).

### Pool 1 activity relocations:

#### Aquadette practice

Temporarily relocated to Pool 4

Monday and Friday, 11 a.m. to noon

#### Saddleback Emeritus classes

Pool 5

Monday, Wednesday and Friday, 10:30 to 11:20 a.m.

Tuesday and Thursday, 10:30 a.m. to 12:30 p.m.

# New Social Services Team Member to Boost Friendly Visitor Program

Cathy Villafana has joined Village Management Services as a part-time Program Coordinator for Social Services' Friendly Visitor Program, which trains active Residents to develop the compassion and skills necessary to become welcome companions to less-active Residents. Friendly Visitors bring the community to the participant by providing social interaction, a visit to look forward to, a reason to dress up and a time for laughter and sharing.

Cathy replaces Social Services' previous part-time volunteer coordinator, Dawn Hibbs, who retired in November. Before joining VMS, Cathy worked for Jewish Federation & Family Services in Irvine as an outreach and engagement coordinator serving seniors.

Those who may be interested in volunteering or participating in the Friendly Visitor Program, please call Cathy at [949-597-4376](tel:949-597-4376).

## What Social Services Offers

In addition to the Friendly Visitor Program, Laguna Woods Village Social Services offers mental-health assessments, support groups, educational seminars, short- and long-term care planning, counseling services, resources and referrals and more to help Residents maintain independence and enhance their quality of life.



## What to Check Out at the Village Library

Did you know the Laguna Woods Village Library offers more than 30,000 multimedia items to Residents? The library has something for everyone, including the most recent best-sellers, paperbacks, magazines, largeprint books, audio and CD books, access to the internet through iPads, a WiFi laptop workstation, the Orange County Register, the Los Angeles Times, the Wall Street Journal, the Globe, music CDs, document-magnifying equipment, copier service, puzzles and more.

library resources, including newspaper and magazine subscriptions.

Avid readers who enjoy sharing their thoughts and ideas about what they're reading—or simply like to listen to others' opinions—can join a bookclub (or two). Currently they meet the, the Second Monday, the Third Tuesday and the Fourth Wednesday. All clubs meet in the library at 6 p.m.

Residents can read and enjoy the quiet in comfort on one of the library's four new leather armchairs, which arrived in mid-January.

The library, located at 24266 Calle Aragon, is open Monday through Friday 10 a.m. to 4 p.m. (Wednesdays until 7 p.m.) and Saturdays 10 a.m. to 1 p.m. For more information, visit the library or call [949-597-4274](tel:949-597-4274).



On Saturday, March 9, from 9 a.m. to noon, the library will hold a book sale, featuring used paperback and hardback books (regular and large print), puzzles, music CDs, 1,000-plus DVD movies and more. The proceeds are used to purchase additional



# IN YOUR NEIGHBORHOOD

To find out what's going on 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 to 5:30 a.m. Clubhouse 1  
5:30 to a.m. Clubhouse 2

### 2ND FRIDAY OF THE MONTH

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

### 3RD FRIDAY OF THE MONTH

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

### 4TH FRIDAY OF THE MONTH

4 to 7 a.m. Maintenance Center  
Garden Centers  
Equestrian Center Lot

### 5TH FRIDAY OF THE MONTH (WHEN APPLIES)

4 to 7 a.m. RV Lots  
Golf Maintenance

## STREET SWEEPING SCHEDULE

### MONDAY TO FRIDAY

7:30 a.m. to 3:30 p.m.  
Cul-de-sacs

### MONDAY

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

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

### TUESDAY

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

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

### WEDNESDAY

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

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

### THURSDAY

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

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

### FRIDAY

GRF Facilities. Please see GRF Facilities Sweeping Schedule.

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

\*All times are approximate and subject to change