



Village Management Services, Inc.

# Village BREEZE

APRIL 2019

A Joint Publication of the Laguna Woods Village Corporations



## In This Edition...

<b>Golden Rain Foundation of Laguna Woods</b>	<b>2</b>
<b>Third Laguna Hills Mutual</b>	<b>5</b>
<b>United Laguna Woods Mutual</b>	<b>9</b>
<b>The Towers</b>	<b>12</b>
<b>For the Good of the Hood</b>	<b>13</b>
<b>In Your Neighborhood</b>	<b>16</b>

**SHARE THE BREEZE**

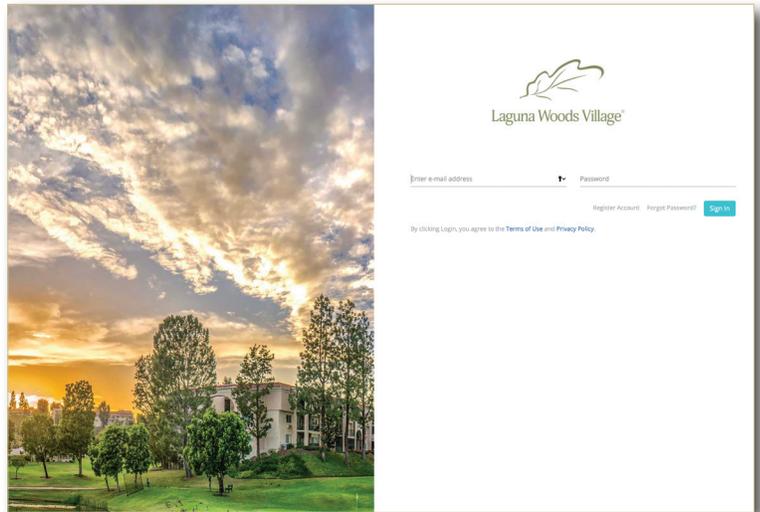
Forward this email to a friend! **Click here** to sign up to receive the Village Breeze by email, or visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com), and click the sign-up link at the top of any page.



## Pay Assessments, View Work Orders Online at **New Resident Portal**

Village Residents can now access the new Resident portal on the Laguna Woods Village website. The portal allows Residents to view account balances, view and print statements, pay assessments or chargeable services via credit card, view work orders and submit service requests online, and will incorporate additional features in the future, such as vehicle and emergency contact information. Click [here](#) to view a step-by-step tutorial on how to use the portal.

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



### TRANSPORTATION COMMUNITY WORKSHOP HIGHLIGHTS, UPCOMING MILESTONES

On Wednesday, April 3, the GRF Mobility and Vehicles Committee met to discuss transportation issues. At the meeting, Steve Brown from transportation consulting firm Fehr & Peers provided an update on the transportation study that began in February. The update included an overview of the study's process and purpose, which is to evaluate the Easy Rider and Plan-A-Ride services, recommend more efficient routing and operations, improve customer satisfaction, attract more riders and engage the community for mutual benefit. The presentation also featured a summary of takeaways obtained at the Community Transportation Workshop meetings that took place recently at the Clubhouse 1 Main Lounge and in Lortscher Hall at The Towers. Fehr & Peers announced that additional surveys and discussions will be taking place over the next few months and draft recommendations will be provided in late May.



The Mobility and Vehicles Committee also reviewed ridership data for January and February and was given information on the destination shopping program, which offers bus trips to select shopping areas throughout Southern Orange County on most Tuesdays. For more information, call **949-597-4659** or email [ride@vmsinc.org](mailto:ride@vmsinc.org).

# New Pickleball Courts Are Open for Play!



*A ribbon-cutting ceremony was held on Wednesday, March 13, to celebrate the opening of the new pickleball courts. Former Village Resident Mary Rayner, who first brought the sport to the Village, visited to take part in the festivities.*



*Pickleball players were keen to begin court play.*

On March 13, an excited group of racquet sport enthusiasts, board members and staff gathered to officially open the Village's new pickleball/paddle tennis courts, eagerly anticipated since the project was first funded in 2014.

Opening day was made even more special by a visit from former Village Resident Mary Rayner, who, along with her husband Dale, first brought pickleball to the Village in 2008. The sport, which is catching on across the USA, offers players a new, fast and fun racket sport on a compact court. Mary and Dale discovered pickleball during their RV travels, and founded the Pickleball Club upon settling in the Village.

The game started in 1965 on Bainbridge Island, Washington, when Congressmen Joel Pritchard,

William Bell and Barney McCallum set out to create a game that would engage their kids through the lazy days of summer. They armed them with table tennis paddles and a Wiffle ball, and lowered the net on their badminton court. In the coming days, kids and adults alike fell in love with the game, and as play continued, the rules evolved.

Paddle tennis, which dates back almost 100 years to Episcopal minister Frank Peer Beal of New York, is adapted from tennis and features a smaller court, no double lanes, a lower net, a solid paddle and a depressurized tennis ball.

While construction was underway at the pickleball and paddle tennis courts, the Tennis Club graciously shared its courts.

## SKIP THE LINE: GET YOUR RFID TODAY!

Don't get stuck in line at the gate—get your radio frequency identification decal (RFID) at Resident Services today. The process to upgrade all Village gates with RFID technology will give Residents quick and easy access to the Community, improve guest access management, improve Community safety and unauthorized vehicle identification, and give Security the necessary tools to maintain the Village's high safety standards. Automatic vehicle access to the Community via the Resident lane requires an RFID.

The decal automatically opens gate arms without Gate Ambassador assistance; Residents and guests driving a vehicle without an RFID must use the guest lane to avoid holding up traffic. Acquire your RFID by visiting Resident Services in the Community Center from 9 a.m. to 5 p.m., Monday through Friday. Bring a current vehicle registration and Resident identification card. The per-vehicle RFID fee is \$25.



# Gate Retrofit Update: Gates 3 and 7 Closed, Under Construction

In Phase II of the gate access project, Gates 3 and 7 will close on Monday, April 8. The construction team estimates this phase to be complete within six weeks. During construction, Gates 3 and 7 will be closed to vehicle traffic. However, Gate 3 will allow for pedestrian access and Gate 7 will allow for pedestrian and golf cart access. A temporary gate house will be stationed at each gate. Similar to Phase I, gate entrance hours will be adjusted to ensure efficient access to the Community and quick response by emergency personnel.

## Temporary Closures of Gates 3 and 7

- Gate 3**
  - Pedestrian hours 6 a.m. to 10 p.m.
  - Gate 1 and Gate 2 open 24/7 (no change)
  - Gate 4 open until 10 p.m.
- Gate 7**
  - Pedestrian and golf cart hours 6 a.m. to 10 p.m.
  - Gate 8, Gate 9 and Gate 10 open 24/7

## Bus Routes Affected by Gate 7 Closure

### Route 2-East

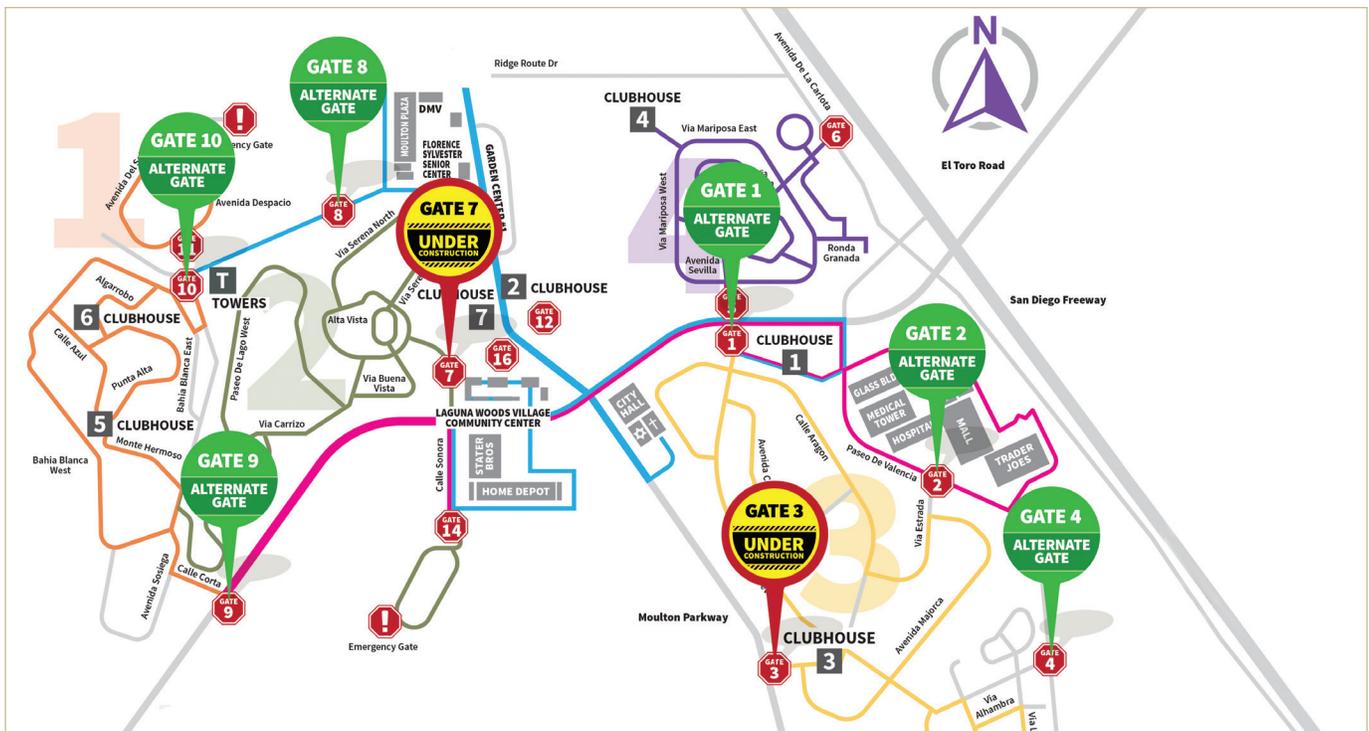
- **Entry:** Gate 8, following the current Residential route using the Avenida Sosiega and Punta Alta stop as a temporary transfer point between 2-East and 2-West.
- **Exit:** Gate 9, continuing on to the commercial route and making Gate 14 a temporary request stop.

### Route 2-West

- **Entry:** Gate 8 for route 2-West reverse residential route to accommodate the transfer point at Avenida Sosiega and Punta Alta to route 2-East.
- **Exit:** Gate 9; Gate 14 will be a temporary request stop before the start of the commercial route to accommodate Residents from the Gate 14 area.

## Casino Bus Pickup Location

Clubhouse 3 parking lot





# Stop Excessive Water Consumption

By Lynn Jarrett, Director

The drought may be over, but we must continue our water conservation efforts in the Village to prevent higher assessments to pay the Village's water bills and comply with state law. Because you don't receive a monthly water bill, you may not realize how much the Village spends on water for irrigation and personal use. Third Mutual spends more than \$4.2 million per year, including \$1.5 million for the sewer lines that most of us don't connect with our water costs. Sewer charges are based on water usage.

Recently, California's governor passed Assembly Bill 1688 and Senate Bill 606, considered the means to control water waste on a permanent basis. Laguna Woods Village does not mandate rules or guidelines on water usage, although our boards have increasingly tried to educate Residents on how important it is to conserve water—drought or no. The restrictions begin with the state, which mandates them through local water boards. El Toro Water District (ETWD) is our local water board.

The recently passed legislation establishes a goal of 55 gallons per person per day until 2025. The requirement will drop to 50 gallons per person per day in 2030. ETWD's water budget is based on a tiered rate structure. The residential indoor budget is 55 gallons per person per day. The residential outdoor (irrigation) budget is determined by climate and landscape area. Additionally, ETWD is also responsible for the main sewer lines throughout the Village. ETWD contracts a usage study annually to establish water rates and appropriate sewer rates for the district. ETWD's goal is to keep total combined water and sewer annual capital and usage increases less than 5%. The expected increase this year will be approximately 2%.

It is important for our Community to have its water and sewer infrastructures maintained to minimize water losses due to leakage, sewer blockages and spills. These events can incur regulation penalties, which can be reflected in monthly billing. So let's all conserve water and avoid flushing improper items and chemicals into our toilets or garbage disposals.

We have many streets piped for recycled water used for irrigation purposes. It's too difficult at this time, however, to run that piping throughout Gate 11 and Gate 14 residential areas. In the meantime, Residents in these areas are urged to report leaks in the irrigation system or possible overuses of irrigation water.

To reduce irrigation water usage (we still pay for recycled water), we can reduce turf throughout Third where it is possible to do so. We are starting our first turf modernization project, formerly called turf reduction, in 2019, and we plan to continue this program for the next five years. This will save on a great deal of irrigation water and on labor and equipment repairs currently necessary to keep the grass beautiful. By driving around nearby communities, you can see a lot of completed turf modernization projects using drought-tolerant plants that are simply beautiful.

At our last Third Board meeting, the ETWD sent a representative, Sherry Seitz, who showed helpful slides that suggested how Residents can conserve water. She also talked about some of the rebate programs available. She and Kathryn Freshley from ETWB had a Q&A session after the presentation. For further information on water conservation, contact <https://etwd.com> or call 949-837-7050.

# Protect Your Checks with a UniBall Pen

By Lynn Jarrett, Director

A past edition of the Village Breeze contained an article about how a specific type of pen can prevent thieves from washing your checks, changing the payee and writing any amount they choose on your check. It seems mailbox thievery continues to be a growing problem across the country, making this a good opportunity to remind Residents how they can prevent this kind of fraud.



A UniBall pen (package pictured here) contains permanent ink that makes washing a check impossible. The pens can be purchased at local retailers singly or in a package of four or at Costco in a package containing about 12 pens.

Third is replacing some of the three-story-building mailroom mailboxes with more secure ones. The mutual is considering a long-term program to replace the mailboxes in all buildings, as well as the three-story buildings that have had problems with break-ins. In the meantime, please do not clip an envelope containing a check to the outside of one of the old mailboxes. For safety reasons, use the blue mailboxes on the street or, better yet, take your mail to the post office at Gate 3 or on Paseo de Valencia.

We are living in times when some people are looking for quick cash. Use the UniBall pen and find a secure way to mail your checks and defend yourself against mail fraud.

## IT'S A TANKLESS JOB

Tankless water heaters offer numerous advantages, including the fact they consume 30 to 50 percent less energy than units with tanks. Also called on-demand units, tankless units heat water only when you turn on the faucet.

Third Residents considering switching to a tankless water heater must obtain the approval of Manor Alterations. Tankless water heaters will not work with Third Mutual's original electrical panels. Installing panels with greater capacity is required by the city as well as the mutual. For more information, visit the Manor Alterations office on the ground floor of the Community Center or call [949-597-4616](tel:949-597-4616).

## Shepherd's Crook Fencing

As a part of Conditional Use Permit 1135 with the City of Laguna Woods, Third Mutual is replacing barbed wire on all perimeter block walls with shepherd's crook fencing in a phased approach. The 2018 program that included the installation of approximately 2,750 linear feet of shepherd's crook fencing along Ridge Route is substantially complete.

A pre-bid meeting for the 2019 program occurred on March 7; contractor bids were due at the end of last month.

About 33,525 linear feet of perimeter wall needs to be fitted with shepherd's crook. To date, 3,475 linear feet have been installed.

# PVC Cool Roof Replacement Program



Built-up roofs are inspected 15 years after installation. Roofs determined to have reached the end of their serviceable life are scheduled to be replaced with a new PVC cool roof system. This year, 57 buildings are scheduled for roofing replacement. The program began late last month and is scheduled to be completed in October.

In 2020, more than 200 buildings with flat roofs will be candidates for reroofing. All of these

buildings were inspected and photodocumented via drone, saving time and allowing for safer inspections. The inspector then viewed the photos on a computer and zoomed in for details to better determine the scope of work. The drone also photodocuments in-progress work and provides before-and-after photos. When the roofing company is on-site and safety equipment is in place, the inspector can ascend the roof and check out the work first hand.

## Improving Visibility of Cul-de-Sac, Building Address Signage

The Maintenance and Construction Committee is focused on replacing existing cul-de-sac (CDS) signage with larger, more visible signs. Upon completion of the CDS sign installations, Staff will begin replacing building address signs. Staff is using larger, traffic-rated, high-reflectivity materials to improve nighttime visibility. All CDS signs scheduled for 2019 will be installed by August.

- Number of new CDS signs installed to date: 51
- Number of CDS signs that may be installed this year: 122
- Number of CDS signs to be installed in 2020: 77

## DRY ROT REPAIR

The systematic approach to eradicate wood rot throughout Third Mutual continues. Dry rot repairs began in December 2018, and 12 of the 15 buildings are complete. The remaining buildings from the 2018 program are scheduled to be completed this month. Staff was scheduled to complete the 2019 dry rot assessment on 26 buildings at the end of last month. However, due to unforeseen circumstances, more destructive testing will occur in April.

# GARDEN VILLA NEWS

## All About GVA's Wonderful Rec Rooms

By Stuart Hack, President of the Garden Villa Association

Laguna Woods Village features so many wonderful facilities, from clubhouses to recreation facilities to all the arts and crafts facilities. We are truly blessed with a beautiful way of life here in the Woods. Garden Villa Residents can enjoy a really unique facility—our rec rooms, which are located in the underground parking area of each Garden Villa building and financed by monthly assessments. They are equipped with:

- Billiard table, cue sticks, billiard balls and a rack
- Full kitchen, including a stove, a sink, a refrigerator and a microwave
- Four card tables and 24 card table chairs
- Cable TV hookup
- Men's and women's restroom

Every building Resident has access to the rec room for personal use and hosting guests. Parties for the building as well as private parties can be hosted in these rooms. While the rec rooms are vacuumed and cleaned by VMS Staff every week, it is the

responsibility of building Residents to keep the room neat and clean after using it.

The GVA will be publishing a rec room rule book shortly to provide more detailed information about our rec rooms and their use.

Currently, Third Mutual has been providing a painted accent wall for each rec room to make it even cozier. In addition to the equipment listed above, the mutual has furnished most rec rooms with wall hangings, books, televisions and lounging furniture provided by building Residents.

I have been wondering whether there might be interest in billiard, Scrabble, Mexican Train and Rummikub tournaments within GVA. Or whether I should put out an open jigsaw puzzle on one of the card tables. Let me know what you think by calling [949-770-7322](tel:949-770-7322).

Yes, how nice it is living here in the Woods!





# Treasurer's Report

By Gary Morrison, Treasurer

United Mutual's budget balance for January and February 2019 was favorable due to the timing of outside service reserve programs, which will occur later in the year.

- Tree-trimming costs increased because more trimming was performed in January and February than planned.
- The water bill was 35% better than budget. Rainfall was up 133% compared to a three-year average.
- The mutual experienced fewer moisture intrusion plumbing leaks to date.
- Delinquent accounts reduced from 22 to 17 out of 6,323 units.
- The mutual passed a voluntary payment plan allowing members owing chargeable services, fees, penalties or fines to schedule payment over time with an administrative fee of \$25 per month. We also now accept credit card payments.
- United also reviewed a payment plan for a delinquent assessment to be paid over time at an interest rate of 12% per year and a one-

**The next meeting of the United Finance Committee is Tuesday, May 28, at 2 p.m. in the Sycamore Room of the Community Center at 24351 El Toro Road.**



time administrative fee of \$50 per delinquent assessment, while maintaining timely payments of current assessments.

- United authorized a supplemental contingency fund appropriation for additional building fumigations. Some overdue buildings became available for tenting as other problems were resolved.
- Funding for waste-line remediation (epoxy) has been increased to shorten the project deadline from 12 years to a little more than six.
- Water supply line remediation continues at a slow rate, which will accelerate once the waste lines are completed.
- Community-wide, 2019 January resales were up 10 units over January 2018, but down by eight in February compared to 2018.
- Average resale price was up \$6,000 in January 2019 over 2018, but down \$29,000 in February 2019 compared to 2018.
- About 50 more units are sublet this year.

# Answers for Residents

By Sue Margolis, Director

A Resident called the Handyman Service to have his mattress turned and was unhappy when he was told he had to wait three weeks. The board said it would review the situation. The Handyman Service has been so successful that we are beginning to have longer wait times.

A Resident expressed her concern about high interest charged on a small loan. We currently only have one company that will provide loans to co-ops, and they charge a higher interest rate because United insists on first right. First-right privileges

mean United is paid first in the event of default; all other lenders are paid thereafter. Two additional Residents remarked they would like United to open the lending rights to other companies. The Finance and Governing Document Review Committees are looking into this possibility, as we will need a procedure to vet new lenders.

A Resident would like the board to survey mutual members to better understand their concerns. The board will look into the most salient way to accomplish this suggestion.

## UNITED MAINTENANCE AND CONSTRUCTION COMMITTEE

By Carl Randazzo, Director

The United Maintenance and Construction Committee met Wednesday, February 27, the first meeting in four months. The committee:

- Approved an additional appropriation for building fumigation, which the board also subsequently approved.
- Set up an ad-hoc task force to research solar issues, specifically our agreements, the installations and production. Information is now available for our study and evaluation.
- Discussed the addition of pedestals under washers and dryers in laundry rooms, including costs. We discussed the problem of elevating machines with top controls, which makes them too high to reach. After lengthy discussion, we decided not to pursue the issue.
- Addressed the painting of exterior alterations in our scheduled 10-year paint program. Under existing requirements, the member is

responsible for painting any/all alterations to match the building. Matching paint is available through the paint supplier—not the mutual.

- An advisor gave a photo presentation of water events regarding recent drainage, gutter and downspout issues. To address these issues, the committee discovered the need for a comprehensive plan, which could possibly include adding gutters and downspouts to route water to French drains or dry wells. Due to the cost and current priorities, the program will need to be implemented over multiple years, and budgets will need to assess the funding required. This program will start with the 2020 budget.

The next meeting of the United Maintenance and Construction Committee is Wednesday, April 24, at 9 a.m. in the Board Room of the Community Center at 24351 El Toro Road.



## Recycling 103: Bulky-Item Pickups

By Elsie Addington, Director

Imagine my surprise one morning when I went to dispose of my trash and had to maneuver around obviously used toilet equipment with a less appealing bidet hose right by the trash bin! I may be wrong, but I can't think of anyone who would take home and reuse an appliance like this, as opposed to a pretty plant holder or an almost-new area rug (both shouldn't be there but will probably disappear in a couple of hours). We all see old mattresses and construction junk, but the used toilet appliance takes the cake.

Each unit is allowed two free bulky-item pickups containing up to five items per year. To schedule a bulky-item pickup, call Resident Services at **949-597-4600**. Alternatively, you can leave bulky items, including big recyclables, beside the dumpsters on the third Saturday of each month.

In addition, many huge boxes for flat-screen televisions have been left by the bins. If the Styrofoam packing is trashed, the box can be recycled. If not, it will be put in a landfill. These humongous containers are perfect items for third Saturday pickup.

The toilet seat is a rather dramatic example of unappealing objects in the recycle/trash area. In the next issue of the Village Breeze, I might discuss the exciting topic of cardboard. The world of recycling is endlessly fascinating!

## COMPLIANCE AND NEIGHBORLINESS

By Maggie Blackwell, Director

What happens in one unit affects many people. With weather improving, noise and smoke can offend. Clutter, unkempt conditions and invasion into common areas are also unacceptable. We ask every Resident to be conscientious about maintaining good conditions in United.

### *Website Description of Compliance Department*

*In order to protect and encourage the wellness, safety and harmony of the residents of Laguna Woods Village, there are rules and restrictions to which Residents must abide. Each Resident of the Community is obligated to comply with the rules, terms and conditions as set forth in their mutual's governing documents. The mutual boards actively administer these rules and engage their staff to enforce them.*

*The Compliance Department at Laguna Woods Village receives numerous written complaints from Residents on matters alleging a violation of mutual rules.*

*The most common rule violations deal with:*

- Occupancy
- Alterations
- Clutter
- Noise and other nuisances

*The boards of directors have established a member-discipline process to ensure compliance with Community rules. If a Resident suspects a Community rule violation is occurring, he or she is encouraged to complete a complaint form to request an investigation. Pick up complaint forms at the Laguna Woods Village Community Center information wall. The Compliance Department will investigate and follow appropriate action per the board-approved member-discipline process.*

*Security (949-580-1400) and Compliance (949-268-2255) Staff are extremely competent and discreet. Please give them a chance to help. Click [here](#) for more information.*

# THE TOWERS

*at Laguna Woods Village*

## Sy Wellikson Is a One-Man Show

On March 27, The Towers Resident Sy Wellikson entertained a crowd gathered in Lortscher Hall with “Two Men in a One-Man Show (and One Is a Woman).” His vocal and piano combo featured tunes and parodies from “Porgy and Bess,” “Oklahoma,” “My Fair Lady,” “Camelot” and more. This event marked Sy’s first collaboration with accompanying pianist Anna Unterreiner, a graduate of Belmont University who moved to Orange County in 2018 to pursue her music career.

Sy has been a Resident of Laguna Woods Village since 1989 and of The Towers for four years. He served on the Third Mutual Board twice as President, the GRF Board as Parliamentarian and the Mutual Fifty Board as Vice President and Secretary. His show business exploits include writing, directing and performing in the Village and other Orange County venues, including the Nifty 50 Club, the British American Club, the Theater Guild, Saddleback Summer Stock and more. He has composed hundreds of song parodies for special occasions and just plain fun for family, friends and management staff.



### EASTER BRUNCH



On Sunday, April 21, join in a delicious Easter feast featuring all your brunch favorites. The cost is \$26, which includes tax, tip and beverage. For reservations call **949-597-4278**.

### TED Talks at The Towers

The Towers is introducing a new afternoon program during which Residents can watch TED Talks on a variety of topics and discuss them as a group. The first TED Talk, in March, was “The Power of Vulnerability” by Brené Brown, a research professor in The Graduate College of Social Work at the University of Houston and author of five No. 1 New York Times best-sellers. Her “Vulnerability” talk has been viewed more than 38 million times and is on the top 20 TED Talks of all time. Keep your eyes open for future TED Talk events, and join us for a chance to expand your mind and spark new conversations.



# FOR THE GOOD OF THE HOOD

## Volunteer with the Friendly Visitor Program

The Laguna Woods Village Friendly Visitor Program offers ongoing services to less-active older adults in the Community to help prevent social isolation, maintain independence and enhance their quality of life. The program essentially brings the Village to the participant by providing interaction, a visit to look forward to, a reason to dress up and a time for laughter and sharing.

For Residents interested in volunteering, the program offers training to help develop the compassion and skills necessary to become welcome companions to program participants. Volunteers must be a Village Resident, be able to develop rapport and sensitivity toward older adults,

demonstrate good active listening skills, complete training and attend monthly meetings, be fingerprinted through the Department of Justice and commit to a minimum of 60 hours of volunteer service.

The Friendly Visitor Program is an initiative by the Laguna Woods Social Services Department in partnership with the Council on Aging – Southern California. For more information about the program, call **949-597-4267**.



## Foundation of Laguna Woods Village

Would you know what to do if you or a neighbor were unable to pay the electric bill or buy food? The Foundation of Laguna Woods Village helps affected Residents face such challenges by offering financial assistance to buy food, pay for utilities, purchase medications, arrange for caregiver services, provide for transportation and more. The foundation is supported by Resident donations and numerous clubs in the Village. The first step for getting help is to

contact Social Services at **949-597-4267**, where Staff will verify the need and arrange for assistance. All assistance is confidential. During the process, payment on behalf of the Resident is made directly to the vendor. For more information call **949-268-2246**, email [thefoundation@comline.com](mailto:thefoundation@comline.com) or visit [foundationoflagunawoodsvillage.org](http://foundationoflagunawoodsvillage.org).



The 2019 Board of Directors of the Foundation of Laguna Woods. Front row, left to right: Burt Baum, Pat Leftwich, Margot Gilson, Marcy Sheinwold, Beth Perak, Gael Post, Joel Goldstein. Back row, left to right: Susan Thomas, Toni Vering, Joan Grampp, Marti Hack, Chris Collins and CC Lee.

# Laguna Woods History Center Welcomes New Permanent ‘Resident’

A Village Resident artist recently donated an oil portrait of Ross Cortese to the Laguna Woods History Center that is currently displayed in the center’s reception area.



Cortese, who died in 1991, is remembered as an innovator and visionary for housing throughout the United States aimed toward older adults who opted to live among neighbors their own age but with the option of pursuing independent lifestyles. He built two senior communities in Southern California,

Laguna Woods Village and Leisure World Seal Beach, and other planned communities in Florida, Maryland, New Jersey, Arizona and more.

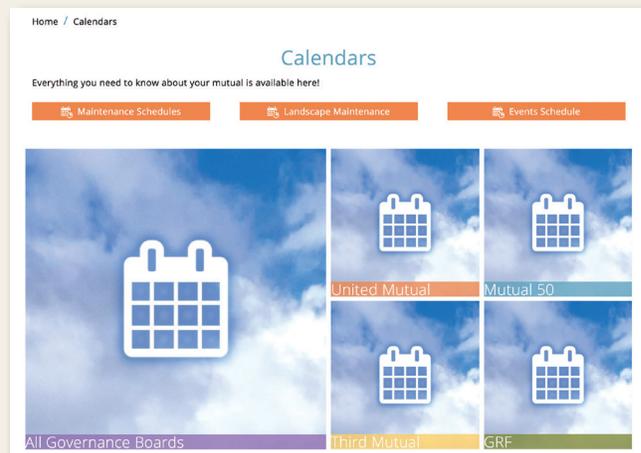
Visit the all-volunteer History Center to view the portrait and learn more about the founding of Laguna Woods Village. The center is open mid-day weekdays and by appointment. The center receives no money from assessments and is an independent

501(c) (3) organization. For more information, call **949-206-0150**.

## RAISING CERTAIN ISSUES WITHIN YOUR MUTUAL

In an active and diverse community like Laguna Woods Village, challenges will arise that require attention. Some specific issues that have a relatively simple answer or require more immediate attention are best addressed by contacting Resident Services during normal business hours (9 a.m. to 5 p.m. Monday through Friday) or Security after hours and on weekends (**949-597-1400**).

Wider-reaching issues concerning policies, signage, bare slope replanting and other topics that affect the mutual or Community at large may be better handled via other means. Your mutual’s board of directors is elected to serve you and your fellow Residents and address issues as they are brought forth. However, Residents’ first best course of action with some larger-scope concerns may be to bring them to the attention of the appropriate committee that deals most closely with the issue at hand.



To find out when and where committees hold meetings, click here to visit the **Laguna Woods Village Governance page**, which posts all mutual committee meeting schedules. For a more targeted search, visit the **Village website**, click Calendars in the menu bar, and click Calendars Home. From there you can select All Governance Boards, United Mutual, Third Mutual, GRF or Mutual 50 to access specific calendars.

# Revisions Made to Caregiver Policy

Third Laguna Hills Mutual and United Laguna Woods approved a revised caregiver policy catering to Residents in need of additional in-home care or assistance. These revisions were made to facilitate the registration process for caregivers, allow Security to better monitor visitors and parking, better protect the Community at large.

The five amendments to the policy are:

- Activities of daily living (ADL) are clarified. ADL are tasks necessary for independent living and include personal hygiene, dressing, eating, toileting and ambulating. Instrumental activities of daily living, which include transportation, preparing meals and managing finances and household activities, are not necessary for independent living and do not justify a private caregiver.
- Residents no longer need a physician's certification in order to have a private caregiver.
- Family roles are revised. Family members caring for a Resident family member but not living in the unit more than 60 days are exempt from the private caregiver policy requirements. However, a family member who stays in the unit past 60 days as a private caregiver must comply with the policy and register with the California Department of Social Services Home Care Bureau.
- Home care organizations/agencies (HCO) are exempt. HCOs already perform background checks on their employed caregivers, who are required to register with the California Department of Social Services. Caregiver agencies will be issued a business pass to the HCO to provide to their caregivers so they can access the Village.
- Community access is clarified. Private caregivers will receive a photo ID card, which is required to be worn in plain sight at all times while in the Village, as well as a private caregiver gate pass/overnight parking pass if needed.



All Residents who retain a private caregiver must complete a Private Caregiver Policy Application and submit it to Resident Services.

## No Permitted Health Care Providers and Civil Code Conflict

The caregiver policy will not impact the 80/20 rule for age-restricted communities and it does not contradict Civil Code 51, as a permitted health care provider is allowed under this section and is excluded from the calculation of this rule, according to United Counsel Jeff Beaumont.

A permitted health care provider is a person hired to provide live-in, long-term or terminal health care to a qualifying Resident or a family

member of the qualifying Resident providing that care. The care provided by a permitted health care provider/caregiver must be substantial in nature and provide assistance with necessary daily activities or medical treatment, or both.

For questions regarding the revised private caregiver policy, contact Security Chief Tim Moy at [949-597-4488](tel:949-597-4488).



# 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