



Village Management Services, Inc.

Village BREEZE

OCTOBER 2019

A Joint Publication of the Laguna Woods Village Corporations



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Transportation Consultant Delivers Study Recommendations

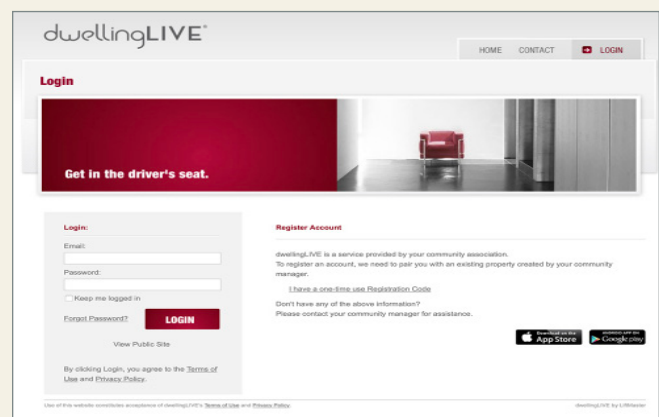
On Wednesday, October 2, consultants Fehr and Peers presented its transportation study recommendations to the Mobility & Vehicles Committee for review. Recommendations include redesigning the fixed-route system, operating fixed routes on Saturdays, revising Plan-A-Ride policy and scheduling, enhancing phone responsiveness, adjusting vehicle use for Plan-A-Ride and exploring a partnership with AgeWell Services. VMS will present an implementation plan that will remain within the approved 2020 budget to the committee and during a subsequent special meeting prior to bringing it to the GRF board. The GRF M&V Committee special meeting is scheduled for Tuesday, October 29, from



1:30 to 3:30 p.m. in the Community Center Board Room. View the meeting in its entirety on the Village YouTube channel [here](#). To view the full report by Fehr and Peers, click [here](#).

WELCOME YOUR GUESTS WITH DWELLINGLIVE

Simplify guest access for you and your visitors. Register your guests online and print passes 24 hours a day, seven days a week using a computer, tablet or smartphone. Simply visit the Laguna Woods Village website, click on Guest Passes in the top right-hand corner, and click on the [DwellingLive](#) link to register or log in. 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](tel:949-597-4600) or residentservices@vmsinc.org. For a video



tutorial on using online guest registration, click [here](#). Download the DwellingLive app for iPhone and iPad at the App Store, and for Android devices at Google Play.

Definition of Funds

The Golden Rain Foundation Board (GRF) determines assessments in an amount that meets operational and reserve expenditures. Expenditures from the funds are authorized by the GRF Board through the annual business plan or supplemental appropriations. As outlined in resolution 90-16-52, the GRF Board adopted the following to define the purpose and use of each of the restricted funds:

Operating Fund: The operating fund accounts for all revenues and expenditures related to the services and operations of GRF, including but not limited to security, transportation, broadband services, recreation services, administration, insurance and taxes, utilities and professional services.

Equipment Reserve Fund: The equipment reserve fund is used for the purchase of new and replacement equipment, including but not limited to vehicles, machinery, office equipment and furniture. This fund receives monies through assessments, interest earnings and a transfer of operating surplus if directed by the board. Balances are used to fund the 30-year reserves plan.

Facilities Reserve Fund: The facilities reserve fund is used for the acquisition, addition, replacement or improvement of foundation and trust facilities and their components. This fund receives monies through assessments, interest earnings and a transfer of operating surplus if directed by the board. Balances are used to fund the 30-year reserves plan.

Trust Facilities Fee Fund: The trust facilities fee fund was established in 2012 to maintain and improve the recreational and other amenities available to all



residents of Laguna Woods Village. A fee, allowed under Civil Code §4580, is imposed on all transactions involving the purchase of a separate interest in any of the community's common interest developments (United Mutual, Third Mutual and Mutual No. Fifty). The trust facilities fee is a fixed amount, as determined from time to time by the trustee of the Golden Rain Foundation Trust. This fund receives monies through the aforementioned fee and interest earnings. Although this is not a restricted fund, the board shall determine the appropriate allocation to meet operational and reserve expenditures.

Contingency Fund: The contingency fund provides for unanticipated expenditures not otherwise identified in the operating budget or reserves plan and provides funding for uninsured damages to property. This fund receives monies through assessments, interest earnings and a transfer of operating surplus if directed by the board.

Trust Improvement Fund: Established in 1974, this fund was established in the trust to provide funding for improvement to certain existing community facilities. Contributions to this fund were discontinued in 1985 and improvements to GRF and trust assets are funded through the funds mentioned above.



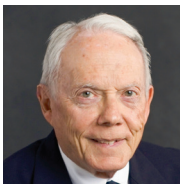
Congratulations to Third's New Board Members

The votes for the Third Mutual Board of Directors election were tabulated on Friday, September 27, by the inspector of elections in the Community Center Board Room. The results are:



Cusrow "Cush" Bhada (incumbent) Cusrow "Cush" Bhada has lived in Laguna Woods Village for three years. He holds a degree in hotel management and is licensed real

estate agent. Director Bhada worked in hospitality around the world for more than 25 years and owned a restaurant in Redondo Beach, California. He also was a founding member of an internet company. Director Bhada is affiliated with the PC Club, Video Club, Baby Boomers Club, Robert's Rules Study Club and India Club.



Ralph Engdahl Ralph Engdahl has lived in Laguna Woods Village for six years. He holds a Bachelor of Science degree in mechanical engineering. He has 13

years of experience in aerospace engineering and 45 years of experience consulting regarding technical aspects of accident investigation relative to Building Code, OSHA, ADA regulations. Director Engdahl is affiliated with the Personal Computer Club and California Club, and recently served on the Village Management Services Board.



Steve Parsons (incumbent) Steven Parsons has lived in Laguna Woods Village for more than five years. He holds an associate degree in accounting and a Bachelor of

Science in physical education. Director Parsons was an U.S. Air Force Accounting and Finance Officer, Budget Officer, Comptroller, Air Weapons Director, Squadron Commander and Battle Staff Officer. His private sector experience includes accounting, medical billing and public relations. Director Parsons has served on the VMS Board and Third Mutual Board (Treasurer and First Vice-President).



Craig Wayne Craig Wayne has lived in Laguna Woods Village for three years. He holds a Bachelor of Arts degree from California State University

Northridge. He has 45 years of experience in the financial service industry, including senior vice president and board member of an investment company and vice president of two bank investment programs. Director Wayne is affiliated with the Association of Condos and Co-ops (vice president), the PC Club and the 60 is the New 40 Club.

THIRD'S NEW OFFICERS FOR 2019-2020

At the Annual Meeting of the Members of Third Laguna Hills Mutual on Thursday, October 3, the following board directors were elected officers for the 2019-2020 year:

- President:** Steve Parsons
- First Vice-President:** Annie McCary
- Second Vice-President:** Cush Bhada
- Secretary:** Lynn Jarrett
- Treasurer:** Jon Pearlstone

Proposed Resolutions

By Lynn Jarrett, Third Mutual Board Director

At its regular monthly meeting on September 17, Third Laguna Hills Mutual gave final approval to nine resolutions, including the 2020 Business Plan and the 2020 Reserve Funding Plan; postponed three resolutions; placed two resolutions on 28-day review; and voted to deny two landscape requests.

Additional approved resolutions are as follows:

Lease Policy: Requires the execution of a new application and the cost for same when adding or subtracting individuals during an approved lease policy.

Solar Panel Policy: Recognizes the need to amend alteration standards and create new ones as necessary for solar panels on one-story buildings.

Lien Policy: This 2020 Collection and Lien Enforcement Policy increases the delinquent interest charge from 10% to 12%.

Resolutions postponed for further review include:

NEW THIRD MUTUAL BOARD OPENING

Third Mutual Director Roy Bruninghaus moved from the Village in early September, which has created an additional opening on the Third board. Nominations open Thursday, October 3, and close on Monday, October 21, at 5 p.m. Applications are available from Corporate Secretary Cheryl Silva in the CEO's office in the Community Center. Ms. Silva may be reached at cheryl.silva@vmsinc.org or by phone at **949-268-2383**. Interviews and appointment will take place on Tuesday, October 29.

Co-occupancy Policy: States occupancy is to be defined as one member residing with another member; not occupancy of the member's unit by lessee/tenant. This policy will be studied further by the Residency and Compliance Task Force and brought to Third Board at its November regular meeting.

Revise Alteration Standard 22: This alteration standard to be created for patio cover/aluminum and vinyl was tabled until further review.

Alternative Heat Source: Pertains to the original heat source provided through radiant heat in the ceiling, and defines the new primary heat source, requirements for ceiling fan installations and the need to hard wire and install each on a separate circuit. This policy was postponed for further review.

The following resolutions were placed on 28-day review:

Good Standing Policy: Although the term "good standing" is defined in our governing documents, it hasn't been defined for our use. Third Board defines "good standing" to mean a member is eligible to vote and eligible to serve on the board if they are in good standing as outlined in our Governing Documents. (At the time of publication of this issue of the Breeze, Third board deferred the vote on this resolution pending review of the newly passed SB 754.)

Nonemergency Chargeable Services Revision: These services will include carport condensation panel repairs as a chargeable service and will allow members to add repairs and/or remove existing alteration carport condensation panels as such. This resolution is a revision to Resolution 03-18-140.

For the full text of all of these resolutions and board actions, please see the minutes of the September 17, Third Mutual Board meeting on the Village website.

Third Mutual Treasurer's Report

Through the reporting period of August 31, 2019, total revenue for Third Laguna Hills Mutual was \$23,301,000 compared to expenses of \$20,248,000, resulting in excess revenue over expenses of \$3,053,000.

The operating fund (without depreciation) shows an operating surplus of \$310,000 through the reporting period. \$12,511,000 came in from assessments and \$1,084,000 came in from nonassessment revenue after backing out the unrealized gain. This is compared to operating expenditures of \$13,285,000 without depreciation, which is not funded through operations. Third ended the period better than budget by \$3,559,000, primarily due to timing of reserve program expenditures.

The most significant variances from the budget were attributable to:

Outside Services: \$2,630,000—Reason for variance: timing. Budgets are spread evenly, and certain reserve expenditures began in August and October, including landscape modification, paving and building structure replacement. Staff anticipates completing the programs slightly below the budget by year-end. Favorable variance was furthered by waste line remediation. The scope of work for 2019 includes six buildings, three of which have been completed. Staff anticipates the program will be on budget by the end of the year. Also, a savings resulted in exterior lighting due to the bulk of the project planned for completion in 2020.

Non-Assessment Revenue: \$704,000—Favorable variance due to recording an unrealized gain of \$299,000 on available for-sale investments, which reflects favorable investment market conditions, which fluctuate. Further, more revenue was received from chargeable services, primarily for water heater replacement, an expanded service with offsetting labor and materials expenditures. The variance was furthered by an increase in permit revenue due to

additional fees charged to residents for mutual consent for demolition. Additionally, we had higher reserve balances invested, yielding more interest income.

Employee Compensation: \$211,000—Compensation and related costs came in just over \$8.7 million, with \$6.4 million in operations and \$2.3 million in reserves. Combined, this category is favorable \$211,000 or 2.4% to budget, primarily in Carpentry. The building structure program began in June but was budgeted throughout the year. Favorable variance was furthered by Landscape; although budgeted throughout the year, scheduled tree-trimming work started in October. Timing also affected decking work, which is underway; expense will be reflected in future financials. Additionally, union medical costs were negotiated at a cost lower than budget and less participation in the nonunion retirement plan resulted in a savings. Favorable variance was partially offset by more hours required for touch-up paint programs and increases in workers' compensation insurance payments.

Materials and Supplies: \$135,000—Although budgeted throughout the year, Carpentry programs, such as building structures, breezeway common area, dry rot repair and Garden Villa breezeway, began in June and August. Staff anticipates completing the programs slightly under the annual budget by year-end.

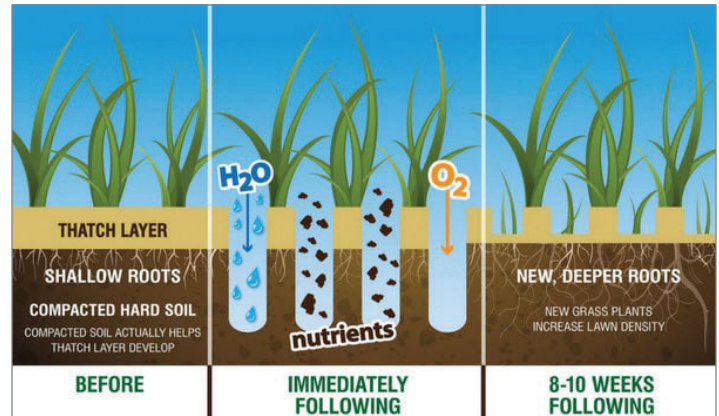
Legal Fees: (\$156K)—Unfavorable variance resulted from higher legal expenses than budgeted. The reserve balance on August 31 was \$31,801,000. Year-to-date contributions and interest to reserves were \$9,408,000, while year-to-date expenditures were \$6,867,000. Historical fund balances for the past five years have averaged \$26 million. Third Mutual has been committed to supporting reserve requirements while providing more contingency funds for unexpected events.

Through September, Third sales totaled 297.

Third Mutual Turf Renovation Process Scheduled

Third board approved a contract with Andre Landscaping Inc. to provide turf aeration services as part of a multiyear effort to revitalize aging turf within the mutual. Beginning the week of September 16, landscape crews began preparing the turf areas for the aeration process. Aeration consists of punching 6-inch holes in the turf, which will allow moisture, oxygen and nutrients to reach the turf root system, enabling richer, fuller turf using less water.

The preparation process will consist of mowing the turf shorter each week for three to four weeks. This will reduce the thatch layer, allowing the equipment to fully penetrate the soil. Residents can expect to see more clippings on the top of the grass, and the grass will appear brown as thatch layer is exposed.



We understand that the general appearance of the grass will suffer in the short term, but once aerating is complete, the turf will be fertilized, irrigation restarted and bare patches filled. Shortly thereafter, the turf will bounce back greener and lusher than ever.

Additional Golf Cart Parking on the Horizon

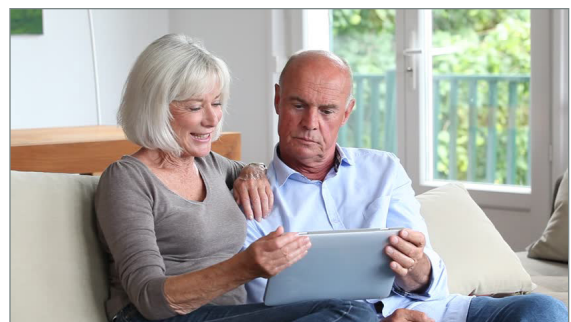
The Golf Cart Parking and Striping project in Third Mutual is in the early stages. This project aims to identify locations to add additional golf cart parking in cul-de-sac 216 in the wedding cake area.

Golf cart parking and striping work is scheduled to begin in October at 12 locations within cul-de-sac 216.

Future plans include studying and determining options for additional car parking in 2020. Research will include looking into changing redlining on curbs and examining the various widths of some alleys.

VIEW THIRD'S YEAR-END PRESENTATION AND ANNUAL MEETING ONLINE

View Third Laguna Hills Mutual's 2019 End-of-Year Accomplishments Presentation and annual meeting broadcast from the comfort of your home by visiting the Village [website](#). To see a PDF of Third's presentation, click [here](#). To watch a video of Third Mutual's Annual Meeting, which occurred on Thursday, October 3, click [here](#).



Building Captain Forum and Building Captain Manual

By Stuart Hack, GVA President

On October 11 from 9 to 11:30 a.m., the Garden Villa Association conducted a Building Captain Forum at 2393 Via Mariposa W. recreation room. All three-story Building Captains were invited to attend. GVA has been conducting comprehensive training programs for Building Captains for several years.

The content has been restructured to provide a three-part series of in-depth training over the next 12 months. Also, a comprehensive Building Captain

Manual will be provided to every Building Captain, including those who are attending the three-part forum series. The manual is in a three-ring binder to accommodate changing content as new Third Mutual resolutions and rules emerge.

The Building Captain Manual includes the following topics:

- Balconies and breezeways
- Building Captain duties
- Forms for Building Captains use to facilitate their efforts
- Elevators
- Garden Villa garages
- GVA bylaws, officers and regional representatives duties
- Janitorial duties for three-story buildings
- Laundry rooms
- LH21 buildings-specific information
- Nonsmoking rules
- Rec rooms
- Trash

Registration for the Building Captain Forum can be made by calling or texting **949-212-7028** or emailing gvalw@gmail.com

Please thank your Building Captains for their service to our community. They are an immense asset to Laguna Woods Village.





Congratulations to United's New Board Members

The votes for United Mutual's Board of Directors election were tabulated on Friday, September 27, by the inspector of elections in the Community Center Board Room. The results are:



Neda Ardani

Neda Ardani has lived in Laguna Woods Village for three years. She holds bachelor's degrees in bio-medical engineering and English translation.

Director Ardani worked for 10 years as a technical and sales engineer in the medical field and five years in pharmaceutical. She is currently employed as a licensed real estate agent. Director Ardani enjoys participating in art classes, swimming, gym, community service and golf.



Brian Gilmore

Brian Gilmore has lived in Laguna Woods Village for more than three years. He holds a Ph.D., Master of Science and Bachelor of Science

in mechanical engineering. He was a tenured full professor of mechanical engineering at The Pennsylvania State University. Later, he worked for John Deere for 21 years. Director Gilmore holds several patents and has authored several papers in peer-reviewed journals.



Andre Torng

Andre Torng has lived in Laguna Woods Village for six years. He holds several degrees: a Bachelor of Science in mathematics, Master

of Science in statistics and Master of Business Administration in operations research. Director Torng has worked in accounting, software and IT, among other fields. He is affiliated with the Chinese American Club, Table Tennis Club, Taiwanese Club, Wine Club, RV Club, Bicycle Club, String Band and Mandarin Resident Orientation.

UNITED'S NEW OFFICERS

At the Annual Meeting of the Members of United Laguna Woods Mutual on Tuesday, October 8, the following board directors were elected officers for the 2019-2020 year:

- President:** Sue Margolis
- First Vice-President:** Carl Randazzo
- Second Vice-President:** Andre Torng
- Secretary:** Juanita Skillman
- Treasurer:** Elsie Addington

View United's Year-End Presentation and Annual Meeting Online

View United Laguna Woods Mutual's 2019 End-of-Year Accomplishments presentation and annual meeting broadcast from the comfort of your home by visiting the Village [website](#). To see a PDF of United's presentation, click [here](#). To watch a video of United Mutual's Annual Meeting, which took place on Tuesday, October 8, click [here](#).

United Maintenance and Construction Committee

By Carl Randazzo, Chair

Ernesto Munoz, VMS Maintenance and Construction Director, reviewed project log updates and repairs.

2020 budget covers increased costs/services for Maintenance and Construction and Landscape. Some claim if we were more efficient we would not need increases. Yet commodities and utilities outside the Village continue to rise. Orange County's cost of living is among the highest in the country. Some feel the Village is insulated because it costs less to live here with all our amenities than in surrounding areas; however, our infrastructure, 50-plus years old, needs repairing and improving. Responsibility means meeting needs: fencing, painting, dry rot repair, roofing, pipe, electrical and gutter replacement/repair, and road work.

As we implement efficiencies, customer feedback improves. Our callback record improves monthly.

A dishwasher advertised in a local store for \$500 was

\$150 cheaper than an identical dishwasher in the preliminary 2020 budget. This local store's price was unreal: it did not include the costs of tax, delivery, installation, needed parts for connection or haul away of the old machine. The preliminary budget reflected a higher dishwasher cost at that time, plus a permit fee, which is no longer necessary. The final 2020 budget lists the dishwasher at \$467, including delivery, complete installation, taxes and haul-away of the old machine.

Reserves cover unbudgeted needs: major damage or unsafe conditions not covered by insurance, undermined foundations and buckling walls. If something appears unsafe, please contact resident services by calling [949-597-4600](tel:949-597-4600).

The next Maintenance and Construction Committee meeting is Wednesday, October 23, at 9 a.m. in the Community Center Board Room. Residents are invited.

Keeping an Eye on the Village

Nobody likes a tattletale, but when people in the Village do things that cost us all money, or make things ugly or unsafe, it's our responsibility to say something. Please report such things as dumping inappropriate items in or around the dumpsters, parking in a spot that needs to remain open for emergency personnel or pouring paint down a drain.

Any resident who feels they are in immediate physical danger should call 911. In other cases, like the ones mentioned above, or suspicious-looking individuals, potential thefts, after-hours construction noise, etc., residents should call the 24-hour Security number: [949-580-1400](tel:949-580-1400). Serious plumbing problems that occur after normal working hours may also be called in to

By Elsie Addington, United Laguna Woods Director

this number. Otherwise, you can always call Resident Services at [949-597-4600](tel:949-597-4600), Monday through Friday, from 9 a.m. to 5 p.m.

By calling Security, residents may be able to give important details, like license plate numbers and exact locations. If the person doing the wrong thing is still around, Security can act. But if no one calls in, it becomes just one more thing that residents wish "they" would fix.

We all have a responsibility here, and we need to be proactive in keeping an eye on things and reporting issues to Security to keep our Village safe, secure and nice to look at.

United Mutual Treasurer's Report

Through the reporting period of August 31, 2019, total revenue for United Laguna Woods Mutual was \$28,412,000 compared to expenses of \$29,115,000, resulting in a net expense of \$703,000. \$18,698,000 came in from assessments and \$927,000 came in from nonassessment revenue. This is compared to operating expenditures of \$19,382,000 (without depreciation). United ended the period better than budget by \$852,000. Significant variances from budget were attributable to:

Employee Compensation and Related: \$486,000

—Water heater replacements were budgeted to be performed by in-house plumbing staff but are being completed by outside service providers. In addition, fewer requests from residents for carpentry dry rot and electrical service were reported through August. Favorable variance is furthered by a vacant position in Electrical Services Division; recruitment is in progress.

Nonassessment Revenue: \$326,000—This favorable variance is primarily reflective of an unrealized gain on investments, reported at \$239,000 at the end of Q2. We also had more revenue than expended from investment earnings, reimbursement of moisture intrusion events and permit fees. United began charging \$35 for mutual consent for demolition at the beginning of the year to offset administrative costs associated with processing requests.

Outside Services: \$224,000—Timing. Budgets are spread evenly and certain reserve expenditures are occurring in Q3 and Q4 for programs such as waste line, paving and landscape renovation. A favorable



variance partially offset by water heaters and permits, to catch up on backlog of work from when the program was on hold.

Materials and Supplies: (\$217,000)—Unfavorable variance due to acceleration of water heater replacements. Contractors are addressing a backlog of water heater replacement work, which was on hold during review of building code changes. Unfavorable variance was partially offset by fewer interior component replacements to date than anticipated.

The contingency fund balance on August 31 was \$2,475,000. Contributions and interest collected totaled \$796,000, while expenditures came in at \$982,000 through the reporting period. The replacement fund balance on August 31 was \$18,192,000. Contributions and interest collected totaled \$7,752 while expenditures were \$8,612,000. Historical fund balances for the past five years have averaged \$21.4 million.

Through September, United resales totaled 263.

THE TOWERS

at Laguna Woods Village

President's Report

By Ryna Rothberg, Mutual No. Fifty President

On Thursday evening, September 26, PMP Management, which officially became our new management company on October 1, hosted a welcome party to introduce themselves to the residents of The Towers. A dessert bar and coffee with Bailey's were served, and Tony Rogers entertained. It was truly a festive evening for all. The Monday prior, a welcome packet containing helpful information and necessary forms was delivered to each unit; these packets also were mailed to absentee owners.

Incorporated in the fourth quarter of 2008, PMP Management opened its first office in the city of Santa Clarita. This office is now referred to as the Shared Resource Center. Since then, PMP Management has grown to four, full-service division offices in Valencia, Los Angeles, Thousand Oaks and Irvine—on Pacifica, just a short distance from The Towers.

Founded upon the principle of providing extraordinary customer care, service and building expertise to on-site HOA managers, directors and residents, PMP Management has earned the Accredited Association Management Company's designation from the Community Association Institute (CAI), a nationwide institute that provides training and certifications for managers and courses for board directors. PMP Management's staff receive ongoing certification classes provided by CAI, as well as comprehensive

internal educational programs. And unlike most management firms, which are primarily people from that industry, PMP Management is composed of people from diverse real estate industries. Especially appealing to The Towers Board is that PMP's management contract is all-inclusive, enabling the board to accurately forecast expenses in that area.

PMP Management provides complimentary Android and iPhone applications for residents as well as a wide variety of payment options, including online credit cards and automatic withdrawals. PMP Gateway, a recently launched online service portal, allows residents to access their account, open and track their service requests, and pay their monthly assessment.

PMP Management's leadership team already has been meeting with our on-site general manager and staff to ensure they have the support and resources vital for successfully performing their jobs. Division Vice President Roger Crumrine will attend our executive or regular board meetings upon request. A full-time accounting team and property accountant dedicated to The Towers in the Pacifica office will be using a fully customized software system. With their proprietary delinquency tracking system, PMP Management is able to proactively mitigate losses to our association. Of particular importance to The Towers is PMP Urban, a division created exclusively to serve mid- and high-rise associations and address their unique needs. Regular documented community inspections and on-site vendor evaluations are part of the service routinely provided.

Believing that board member training is critical, PMP Management also provides an entire suite of training seminars to inform directors of changing laws and regulations. In addition, the firm publishes a monthly online newsletter, "Dr. HOA," on a wide variety of relevant topics.

Thanksgiving Sunday Brunch

Sunday, November 17 | 1 to 2 p.m.

Price \$35 (tips, tax and beverage included)

RSVP: **949-597-4278**

Open to all Village residents

FOR THE GOOD OF THE HOOD

New VMS Board Openings

Three positions are open for qualified candidates to serve on the Village Management Services, Inc. Board of Directors. Each position is a three-year term (2019-2022). One position is open to represent each of the following boards of directors: the Golden Rain Foundation (GRF), Third Laguna Hills Mutual and United Laguna Woods Mutual.

Interested persons may pick up an application and instructions on the election process in the CEO's Office in the Community Center from Corporate Secretary Cheryl Silva. Ms. Silva may be reached at cheryl.silva@vmsinc.org or by phone at **949-268-2383**. Return completed applications to Ms. Silva no later than Monday, October 21, at 5 p.m.

Interviews and appointments will take place on:

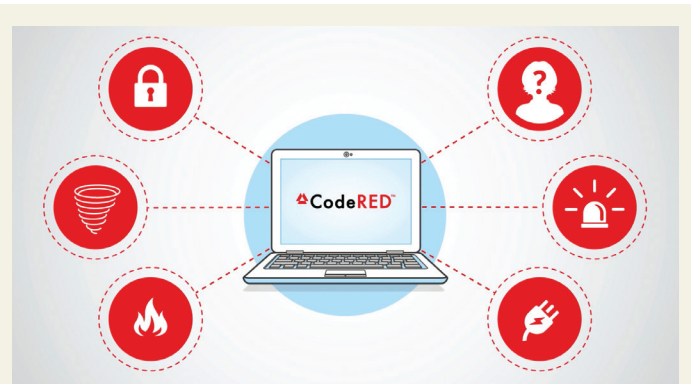
GRF: Thursday, October 24

Third Mutual: Tuesday, October 29

United Mutual: Tuesday, November 12

SB 754 PASSED

California Senate Bill 754, approved by Governor Gavin Newsom on October 12, amends how common interest developments manage elections to fill vacant board seats. The bill reduces unnecessary elections and their related expenses. If the association includes 6,000 or more units, SB 754 allows for election of board members by acclamation when the number of available director nominees does not exceed the number of vacant positions.



CODERED TEST FOR GREAT SHAKEOUT DRILL

Village Management Services will be testing its CodeRED emergency notification system with a community-wide text/email on Thursday, October 17, at 10:17 a.m.

We encourage residents who have not yet enrolled in CodeRED to do so. CodeRED transmits brief, urgent messages to the Village community as quickly as possible via a phone call, text message or email. The system requires you to opt in by providing current contact information. Residents who have not yet filled out their CodeRED contact form are urged to do so and return it to the Community Center. You have several choices for returning the form:

- Drop it off in person at the Community Center concierge desk.
- Mail it to the attention of the Communications Department, at 24351 El Toro Road, Laguna Woods, CA 92637.
- Visit lagunawoodsvillage.com and click on the CodeRED tab on the top of the homepage. It will take you to a form that can be filled in online (scroll down, fill in all the fields, then click the blue Submit button).

Asphalt Work to Commence Mid-October through Early November

Asphalt overlay work will be taking place at GRF facilities and Third and United mutuals from mid-October through early November. The contractor will post temporary no parking notices around these areas 48 hours in advance of the work beginning on the indicated street or cul-de-sac areas.

The first phase of asphalt repair begins with a large grinding machine milling down the asphalt. The second phase involves placing the new pavement. The two phases will be completed on separate days, and a 48-hour notice will be posted to announce each phase of work. Notices will be posted in the affected paving areas and delivered to nearby residences prior to work commencing.

Each area will be closed to traffic for no more than one day during either the grinding or paving operations; however, weather can affect when vehicular traffic may resume. Asphalt is laid at a very hot temperature and must cool prior to use. In the best conditions, the new pavement will open to traffic in less than 24 hours. In some locations, the paved area may be divided into segments to keep access open.

Signs will be posted in the affected paving areas to alert motorists and pedestrians of this work. Every effort to minimize inconvenience will be made. All motorists and pedestrians are urged to slow down, be alert and proceed with caution when driving or walking near or through these areas.

GRF

- Ave Sosiega West, Luz del Sol to Bahia Blanca West
- Bahia Blanca West, Sosiega to Monte Hermosa



Water Shutoff Request Reminder

Resident Services staff enter water shutoff requests between 7:45 and 11:45 a.m. and between 12:45 and 3:45 p.m. Residents making a water shutoff request may choose any two hours within the stated time frames. Residents are required to give a 24-hour notice of the water shutoff date and time to all residents who will be affected. If prior notification has not been given, the water shutoff request must be entered far enough in the future to allow the 24-hour notice to occur. For example: If the request is called in at 1 p.m. and no notice has been given, the water shutoff ticket should be scheduled for no sooner than 1 p.m. the following day. For more information, contact Resident Services at 949-597-4600.

- Bahia Blanca East, Sosiega to Algrrobo
- Via Mariposa East, Cul-de-Sac 224 to Via Puerta
- Ovalo, Tero to turnaround at both ends
- Trail by B946; 8-by-160-foot dirt equestrian trail will be partially paved to eliminate dust created during landscape operations

Third Mutual

- Culs-de-Sac 324, 326, 327, 334, 3232 and 3243

United Mutual

- Culs-de-Sac 9, 10 and 44

About the Foundation of Laguna Woods Village

By Burt Baum, Board Member

It all started with a flood. No, this article isn't about Noah and the Ark, but about the formation of the Foundation of Laguna Woods Village in 1997. Some confusion exists about what the foundation does that is undoubtedly associated with its name. It is a nonprofit, all volunteer, charitable organization that provides both financial and social support to needy residents of the community. It has no connection to the Golden Rain Foundation (GRF) or any other governance or management board and is not funded by them either. In fact, the foundation supplies the funds that the Village Management Services Social Services Department uses to cover the unexpected, serious expenses that our needy residents may experience. To clarify what it does, the foundation uses the phrase "Neighbors Helping Neighbors in Laguna Woods Village" in association with its name.

As for the connection to the 1996/1997 flood with the foundation, the story, which has been handed down from board to board, relates that heavy rain and flooding during that period damaged a number of manors. At the encouragement of the Social Services Department, some very caring residents arranged to give money to those in the community needing aid in packing and moving as a result of the rain. This group of donors realized that they had fulfilled a very important need in the Village and decided to formalize the arrangement. Hence, in 1997 the group established an organization and called it "The Foundation."

Thanks to the ongoing generosity of individual residents, Village clubs, corporations and churches, which make both donations and bequests, the foundation has grown from an organization with a treasury containing \$2,000 in 1997 to one that distributed about \$260,000 in 2018 for temporary financial assistance for needy people and to support various agencies that help people in the community. It now funds Meals on Wheels, Adult Day Care, Braille

Institute and South County Outreach programs designed to help the hungry, vision impaired and those with Alzheimer's. Most recently the foundation funded a program co-hosted by our Social Services Department and MemorialCare/Saddleback Medical Center on fall prevention—the No. 1 cause of accidental death for senior citizens.

Community members who face high medical or dental bills, caregiving needs, lack of food or transportation and or require temporary emergency assistance are encouraged to contact Social Services at 949-597-4267. Staff will verify the need and notify the foundation, which will review each case and supply the necessary funds. Social Services will in return pay the vendors involved, such as doctors, directly. All this is done confidentially. Social Services is the only agency involved that knows the recipient's identity.

By helping our neighbors in need, we are helping them maintain their quality of life and making this community a caring place to live. Here are some comments passed on by Social Services from residents whose life has been made easier:

- "Thank you for the hearing aids. Thank you for the gift of hearing."
- "You rescued me when I had no place to go."
- "Thank you for your wonderful help with my dental bills! I am sleeping a lot better."
- "Thank you so much for paying my copay for the double bypass heart surgery. I really, really, really appreciate that you helped me out with that huge co-payment."

We all someday could be in need of such aid. So consider making a donation. You and your neighbors will feel good about it. The foundation can be reached by email at thefoundation@comline.com, by phone at [949-268-2246](tel:949-268-2246) or by visiting our website, foundationoflagunawoodsvillage.org.



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