

**MINUTES OF THE REGULAR MEETING OF THE
BOARD OF DIRECTORS OF
LAGUNA WOODS MUTUAL NO. FIFTY
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

January 16, 2014

The Board of Directors of Laguna Woods Mutual No. Fifty, a California non-profit mutual benefit corporation, met at 1:00 P.M. on Thursday, January 16, 2014 at 24055 Paseo del Lago West, Laguna Woods, California.

Directors Present: Ryna Rothberg-Chair; Alice Gokkes, Chace Kendro (1:30 PM), Inesa Nord-Leth, John Dalis

Directors Absent: None

Others Present: Jerry Storage, Kim Taylor, Katy Howe, Betty Parker, Ed Presley, Deborah Thornton, Michelle Calles and Kasan Soewono from Guckenheimer

CALL TO ORDER

President Ryna Rothberg served as Chair of the meeting and stated that it was a regular meeting held pursuant to notice duly given and that a quorum was present. The meeting was called to order at 1:00 P.M.

PLEDGE OF ALLEGIANCE TO THE FLAG

Director John Dalis led the membership in the Pledge of Allegiance to the Flag.

APPROVAL OF AGENDA

The agenda was approved as amended by adding: 30 Day notice to Agenda Item (15b) Entertain Motion to Adopt a Chargeable Services Policy.

APPROVAL OF MINUTES

The Board reviewed and approved without objection the minutes of the Regular Meeting of November 21, 2013. The Organizational Meeting of December 5, 2013 was approved as amended without objection, by switching Chace Kendro with Alice Gokkes on Page 2 of 3 in the text under SECRETARY and TREASURER. The Special Board meeting of January 6, 2014 was approved as amended without objection, adding Inesa Nord-Leth to the Architectural Control Committee.

PRESIDENT'S COMMENTS

President Rothberg commented on various items relating to the Towers.

GOLDEN RAIN FOUNDATION

A report was given by Mr. Jerry Storage on the January 7, 2014 Golden Rain Foundation Board Meeting.

RESALE AND LEASING REPORTS

A report was given by Mr. Jerry Storage on the resale and leasing activity at the Towers.

Ms. Cathy Flores presented specific resale activity as of January 2014.

ADMINISTRATOR'S REPORT

Ms. Katy Howe provided an update on various items relating to the Towers.

Ms. Howe introduced Michelle Calles and Kasan Soewono from Guckenheimer. Ms. Calles provided an update on food requests, staff changes, and answered questions from the Board and Members.

REVIEW PRELIMINARY FINANCIAL STATEMENTS

Ms. Betty Parker reviewed the Preliminary Financial Statements with the Board and answered questions from the Members.

MEMBERS' COMMENTS

- Vikki Kasselheim (1056) commented on advertising costs

RESPONSE TO MEMBERS COMMENTS

The Directors briefly responded to Members' comments.

CONSENT CALENDAR

Without objection the Consent Calendar was approved, and the Board took the following actions:

RESOLUTION M50-14-04

WHEREAS, Member ID 932-961-87 is currently delinquent to Laguna Woods Mutual No. Fifty with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, January 16, 2014, that the Board of Directors hereby approves the recording of a Lien for Member ID 932-961-87; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

RESOLUTION M50-14-05

WHEREAS, Member ID 932-962-93 is currently delinquent to Laguna Woods Mutual No. Fifty with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, January 16, 2014, that the Board of Directors hereby approves the recording of a Lien for Member ID 932-962-93; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

OLD BUSINESS

No Old Business came before the Board.

NEW BUSINESS (Items for Discussion and Consideration)

Director Gokkes read a proposed resolution to permanently change the Mutual No. Fifty Regular Board meeting start time to 1:00 PM. Director Gokkes moved to approve the resolution. Director Dalis seconded the motion.

By a vote of 4-0-0, the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION M50-14-06

WHEREAS, due to the steady increase of Board business, the Board desires to begin the regularly scheduled monthly board meeting one hour earlier; and

NOW THEREFORE BE IT RESOLVED, January 16, 2014, that the Board of Directors hereby permanently changes the time of the regular monthly Mutual No. Fifty Board meeting to begin at 1:00 PM instead of 2:00 PM; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Adopt a Chargeable Services Policy

Director Gokkes read the following proposed resolution approving the Chargeable Services Policy.

RESOLUTION M50-14-xx

Mutual No. Fifty Chargeable Services Policy

WHEREAS, Mutual No. Fifty staff routinely performs chargeable services for members who occasionally request services beyond those covered by the monthly assessments; and

WHEREAS, Mutual No. Fifty desires to have a comprehensive chargeable service policy that establishes a charge equaling labor, material, and a service fee to help offset administrative costs, and by which Members may request that Staff perform miscellaneous services within their units, for items that are the Members' responsibility, in addition to the services provided for by the monthly assessments on items that are the Mutual's responsibility; and

NOW THEREFORE BE IT RESOLVED, February 20, 2014, that the Board of Directors of this Corporation hereby adopts a comprehensive Chargeable Services Policy that allows Staff to carry out service requests under the following conditions:

- It would be appropriate and feasible for Staff to carry out the request.
- Staff has the technical ability to carry out the request.
- The amount of time required to complete the request is unlikely to delay the performance of standard services.
- The service would take place within the unit.
- The service does not require a permit.
- The Member confirms prior to the service being performed that they understand the charges and are willing to pay them.
- The Member understands that Staff cannot guarantee any estimate of the amount of time it will take to perform a service.
- The Member understands that they can ask Staff to stop performing a chargeable service at any time, and that Staff will stop performing the service as soon as it is safe to do so.
- There is no warranty on chargeable services nor any guarantee that Staff will be able to complete a repair, when the repair goes beyond Staff's technical capability; and

RESOLVED FURTHER, after the completion of the service, the member will be charged a \$10 service fee, the cost of any materials required, and the cost of time for the Staff members that performed the chargeable service. The cost of Staff time will be calculated by rounding the amount of time required to perform the service up to the nearest tenth hour (six minute) increment and multiplying this time by the billing rate of the department performing the service.

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Director Gokkes moved to approve the resolution. Director Kendro seconded the motion and discussion ensued.

Member Nancy Hou (204) commented on the resolution.

By a vote 2-3-0 (Directors Gokkes, Nord-Leth and Rothberg opposed), the motion failed.

Without objection the Board moved to send the resolution back to Staff for further evaluation.

Accept Donation of Two Etrog Trees

Director Gokkes read a proposed resolution approving the donation two etrog trees to Mutual Fifty. Director Gokkes moved to approve the resolution. Director Kendro seconded the motion.

By a vote of 4-0-0, the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION M50-14-07

WHEREAS, Mutual Fifty member Marilyn Ruekberg, Unit 405, has offered to donate two etrog trees to Mutual Fifty; and

WHEREAS, the cost for Landscaping to maintain the two trees would be \$130 annually;

NOW THEREFORE BE IT RESOLVED, January 16, 2014 that the Board of Directors of this Corporation on behalf of the Corporation hereby authorizes an unbudgeted operating expense in Landscaping in the amount of \$130 to maintain the two additional etrog trees; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Establish a Mutual No. Fifty Landscape Committee

Director Kendro moved to establish a Mutual No. Fifty Landscape Committee and appoint Director Nord-Leth to chair the committee. Director Dalis seconded the motion. By a vote of 4-0-0, the motion carried unanimously.

Appoint Claire Weisberg to the Marketing Committee

Director Kendro moved to appoint Claire Weisberg to the Marketing Committee. Director Dalis seconded the motion. By a vote of 4-0-0, the motion carried unanimously.

Discuss Orange County Fire Authority Rappelling Drills at Towers

The Board discussed allowing the Orange County Fire Authority to perform firefighter rappelling practice drills at the Towers.

Discuss Maintenance Access to Units

The Board discussed the current practice of allowing maintenance staff to access units without residents present, with notification, in cases of emergency.

MUTUAL FIFTY COMMITTEE REPORTS

Resident Entertainment Committee

Deborah Thornton reported on behalf of the Resident Entertainment Committee.

Business Planning Committee

No report was given.

Finance Committee

Director Kendro reported on behalf of the Finance Committee.

Marketing Committee

Director Rothberg reported from the Marketing Committee.

Director Dalis moved to approve the framework for the three 2014 Open House Dates: March 21, 2014, July/August, and November/December. Director Nord-Leth seconded the motion. By a vote of 4-0-0, the motion carried unanimously.

Orientation Committee

Ms. Katy Howe reported on behalf of the Orientation Committee.

Architectural Control Committee

No report was given.

GRF COMMITTEE REPORTS

Business Planning

No report was given.

Community Activities Committee

Director Dalis reported on behalf of the GRF Community Activities Committee.

Energy Committee

No report was given.

Finance Committee

Director Kendro reported on behalf of the GRF Finance Committee.

Government & Public Relations Committee

Director Dalis reported on behalf of the GRF Government & Public Relations Committee.

Landscape Committee

Director Nord-Leth reported on behalf of the GRF Landscape Committee.

Maintenance & Construction Committee

No report was given.

Media & Communications Committee

No report was given.

Mobility & Vehicles Committee

Director Dalis reported on behalf of the GRF Mobility & Vehicles Committee.

Recreation Master Plan Ad Hoc Committee

No report was given.

Security Committee

No report was given.

DIRECTORS' FORUM

No comments were made.

RECESS

The meeting recessed at 3:15 PM and reconvened into Executive Session at 3:20 PM.

Summary of Previous Closed Session Meetings per Civil Code Section §4935

During its Regular Executive Session meeting of November 21, 2013, the Board approved (3) Notice of Defaults; approved a Hearing Request; approved a Delinquent Assessment Write-off; approved a Non-Judicial Foreclosure Sale Date; declined accepting 2 Deeds; and discussed litigation and delinquency matters.

There being no further business to come before the Board, the meeting was adjourned at 5:10 PM.

Alice Gokkes, Secretary

Mutual No. Fifty Chargeable Services Policy

WHEREAS, Mutual No. Fifty staff routinely performs chargeable services for members who occasionally request services beyond those covered by the monthly assessments; and

WHEREAS, Mutual No. Fifty desires to have a comprehensive chargeable service policy that establishes a charge equaling labor, material, and a service fee to help offset administrative costs, and by which Members may request that Staff perform miscellaneous services within their units, for items that are the Members' responsibility, in addition to the services provided for by the monthly assessments on items that are the Mutual's responsibility; and

NOW THEREFORE BE IT RESOLVED, February 20, 2014, that the Board of Directors of this Corporation hereby adopts a comprehensive chargeable services policy that allows Staff to carry out service requests under the following conditions:

- It would be appropriate and feasible for Staff to carry out the request.
- Staff has the technical ability to carry out the request.
- The amount of time required to complete the request is unlikely to delay the performance of standard services.
- The service would take place within the unit.
- The service does not require a permit.
- The Member confirms prior to the service being performed that they understand the charges and are willing to pay them.
- The Member understands that Staff cannot guarantee any estimate of the amount of time it will take to perform a service.
- The Member understands that they can ask Staff to stop performing a chargeable service at any time, and that Staff will stop performing the service as soon as it is safe to do so.
- There is no warranty on chargeable services nor any guarantee that Staff will be able to complete a repair, when the repair goes beyond Staff's technical capability; and

RESOLVED FURTHER, after the completion of the service, the member will be charged a \$10 service fee, the cost of any materials required, and the cost of time for the Staff members that performed the chargeable service. The cost of Staff time will be calculated by rounding the amount of time required to perform the service up to the nearest tenth hour (six minute) increment and multiplying this time by the bill rate of the department performing the service.

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Attachment B
 2014* Bill Rates for Labor

		Towers' Staff Department	
		Facilities Services	Maintenance
Time to Perform Service	6 minutes	\$ 2.65	\$ 3.39
	12 minutes	\$ 5.29	\$ 6.78
	18 minutes	\$ 7.94	\$ 10.18
	24 minutes	\$ 10.58	\$ 13.57
	30 minutes	\$ 13.23	\$ 16.96
	36 minutes	\$ 15.88	\$ 20.35
	42 minutes	\$ 18.52	\$ 23.74
	48 minutes	\$ 21.17	\$ 27.14
	54 minutes	\$ 23.81	\$ 30.53
	1 hour	\$ 26.46	\$ 33.92
	1.5 hours	\$ 39.69	\$ 50.88
	2 hours	\$ 52.92	\$ 67.84
	4 hours	\$ 105.84	\$ 135.68
	8 hours	\$ 211.68	\$ 271.36

*Rates will be updated annually.