

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

**April 16, 2015**

The Board of Directors of Laguna Woods Mutual No. Fifty, a California non-profit mutual benefit corporation, met at 2:00 P.M. on Thursday, April 16, 2015 at 24055 Paseo del Lago West, Laguna Woods, California.

**Directors Present:** Ryna Rothberg-Chair, Inesa Nord-Leth, John Dalis

**Directors Absent:** Chace Kendro

**Others Present:** Open Session: Katy Howe, Jerry Storage, Christine Polek, Alex Banegas, Russ Ridgeway, Betty Parker  
Executive Session: Katy Howe, Jerry Storage, Christine Polek, Doug Koller, Michelle Calles of 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 2:00 P.M.

**PLEDGE OF ALLEGIANCE TO THE FLAG**

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

**APPROVAL OF AGENDA**

Without objection, the agenda was approved as written.

The Board agreed to discuss agenda items out of order.

**APPROVAL OF MINUTES**

Without objection, the Board approved the minutes of the Regular Meeting of March 19, 2015 and the Special Open Meeting of March 30, 2015.

**PRESIDENT'S COMMENTS**

President Rothberg commented on Board governance and resident feedback in decision making.

**GOLDEN RAIN FOUNDATION REPORT**

Mr. Jerry Storage gave the April 7, 2015 Golden Rain Foundation Board Meeting Report and answered questions from the Board and Members.

## **RESALE AND LEASING REPORTS**

Mr. Jerry Storage reported on the resale and leasing activity at The Towers.

## **NEW BUSINESS (Items for Discussion and Consideration)**

### **Broadband Channel Update**

Mr. Russ Ridgeway provided an update on Broadband channels and answered questions from the Board and Members.

## **ADMINISTRATOR'S REPORT**

Ms. Katy Howe provided updates on hearing loop installation, and monthly maintenance inspections, answered questions from the Board and Members, presented a report from Guckenheimer regarding food service, and presented a report on maintenance work in The Towers.

## **REVIEW PRELIMINARY FINANCIAL STATEMENTS**

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

## **MEMBERS' COMMENTS**

Mutual Fifty Members commented on Towers marketing, caregiver nametags, and truck unloading.

## **RESPONSE TO MEMBERS' COMMENTS**

The Directors briefly responded to Members' comments.

## **CONSENT CALENDAR**

Without objection, the consent calendar was approved as written and the Board took the following action:

Approve Construction Notice and Authorization for Unit 801 (Millovich)

## **OLD BUSINESS**

### **Approve New Towers Dress Codes**

Director Dalis read a proposed resolution approving the new Towers dress codes. Director Dalis moved to approve the resolution. Director Nord-Leth seconded the motion and discussion ensued.

Mutual Members commented on the policy.

By a vote of 3-0-0, the motion carried and the Board of Directors adopted the following resolution:

### **RESOLUTION M50-15-18**

#### **Dining Room and Common Area Dress Code Guidelines**

**WHEREAS**, Laguna Woods Mutual No. Fifty has maintained a dress code for common areas and both the California and Crystal dining rooms since the inception of The Towers; and

**WHEREAS**, good grooming (clothing, hair, face and hands) is expected at all times in the dining rooms and common areas; and

**WHEREAS**, the following dress codes for The Towers' dining rooms and common areas apply to both residents and their guests (for whom residents are responsible);

**NOW THEREFORE BE IT RESOLVED**, April 16, 2015, that the Board of Directors of this Corporation, on behalf of the Corporation, hereby states the Laguna Woods Mutual No. Fifty Dining Room and Common Area Dress Codes as attached (with images displayed in the dining rooms);

**RESOLVED FURTHER**, that the Staff of the Food Service provider is hereby authorized and empowered to enforce these guidelines by politely requesting that residents or guests who violate the dress code to not sit in the Dining Room until their dress meets the code and report any further possible violations to the Towers Administrator; and

**RESOLVED FURTHER**, that in an instance where a possible violation of the dress code is observed, the information regarding the violation will be communicated to the Administration Office Staff (IN WRITING) stating the name of the resident or guest, and the date, time, and the specific offense. Staff will advise the resident of the alleged possible offense with a polite, positive letter; and

**RESOLVED FURTHER**, that Resolution M50-11-64 dated October 20, 2011 is hereby superseded and cancelled; 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.

### **Approve Working Hours and Quiet Hours at The Towers**

Director Dalis read a proposed resolution approving the working hours and quiet hours at The Towers. Director Dalis moved to approve the resolution. Director Nord-Leth seconded the motion and discussion ensued.

Mutual Members commented on the resolution.

By a vote of 3-0-0, the motion carried and the Board of Directors adopted the following resolution:

**RESOLUTION M50-15-19**

**Official Hours for Construction, Moving, and Quiet**

**WHEREAS**, concerns have been raised by residents regarding excess noise from construction work and other residents, as well as elevator use in The Towers during move-ins and move-outs; and

**WHEREAS**, the Board of Directors of this Corporation wishes to prevent disruption to the residents of The Towers by establishing set times for construction work, moving, and quiet hours;

**NOW THEREFORE BE IT RESOLVED**, April 16, 2015, that the Board of Directors of this Corporation hereby approves the Official Construction, Moving, and Quiet Hours as attached to the minutes of this meeting; 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.

**Approve Revisions to the Mutual Fifty Committee Appointments**

Director Dalis read a proposed resolution approving revisions to the Mutual Fifty Committee Appointments. Director Dalis moved to approve the resolution. Director Nord-Leth seconded the motion and discussion ensued.

Director Dalis made a motion to disband the Food Service Ad-Hoc, since their task is completed. Director Nord-Leth seconded the motion.

By a vote of 3-0-0, the motion carried.

By a vote of 3-0-0, the original motion carried and the Board of Directors adopted the following resolution:

**RESOLUTION M50-15-20**

**Mutual Fifty Committee Appointments**

**RESOLVED**, April 16, 2015, the Board of Directors of this Corporation is hereby authorized on behalf of the Corporation to establish and appoint members to the following Laguna Woods Mutual No. Fifty committees:

**Activities Committee:**

Audrey Small - Chair  
Lorna Ingram  
Alice Gokkes  
Sylvia Belzer

Marge Harrison  
Roz Kreeger  
Vickie Kasselheim  
Renee Merer  
Estelle Nitikman  
Estelle Kravitz  
Katie Holgate  
Anita Margulis - Advisor

**Business Planning:**

Chace Kendro

**Finance Committee:**

Chace Kendro, Chair  
~~Alice Gokkes, Vice Chair~~  
***John Dalis, Vice Chair***  
Henry Nahoum  
Nancy Hou  
Tommy Hou  
***Hans Graafmans***

**Marketing Committee:**

Ryna Rothberg, Chair  
Inesa Nord-Leth, Vice Chair  
Renee Merer  
Herb Harris  
Milan Radovic  
Norm Stevens  
Claire Weisberg

**Orientation Committee:**

Inesa Nord-Leth – Chair  
Chace Kendro – Vice-Chair  
Marilyn Ruekberg  
Alice Gokkes  
Bea Gross  
Roz Kreeger  
Katie Holgate  
Claire Weisberg  
Idell Holburt  
Sally Schwartz  
Norma Kosskoff  
Vikki Kasselheim  
Milan Radovic  
Jan Foster  
Bryna Kulla

**New Resident Welcome Subcommittee:**

Marilyn Ruekberg, Chair  
Alice Gokkes

**Architectural Control Committee (Committee of the Whole)**

Inesa Nord-Leth, Chair

**Food Service Ad Hoc Committee:**

~~Renee Merer~~  
~~Violet Gati~~  
~~Carole Wright~~  
~~Ruth Stone~~

**Laguna Woods Village Traffic Hearings**

**John Dalis**

**RESOLVED FURTHER**, that Resolution M50-15-04 adopted January 15, 2014 is hereby superseded and cancelled; 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.

**Approve Revisions to the GRF Committee Appointments**

Director Dalis read a proposed resolution approving revisions to the GRF Committee Appointments. Director Dalis moved to approve the resolution. Director Nord-Leth seconded the motion.

By a vote of 3-0-0, the motion carried and the Board of Directors adopted the following resolution:

**RESOLUTION M50-15-21**

**GRF Committee Assignments**

**RESOLVED**, April 16, 2015 that the following persons are hereby suggested to serve on the Committees of Golden Rain Foundation:

**Business Planning**

Chace Kendro

**Community Activities**

John Dalis

**Energy Committee**

~~Alice Gokkes~~

***Chace Kendro***

**Finance**

Chace Kendro

**Landscape**

Inesa Nord-Leth

**Maintenance & Construction**

Ryna Rothberg

**Media & Communications**

~~Alice Gokkes~~

***Chace Kendro***

**Mobility & Vehicles**

John Dalis

**Security and Community Access**

Representative: Lou Parker

**Clubhouse 2 Renovation Ad Hoc Committee**

Ryna Rothberg

**Financial Reporting Study Group**

Chace Kendro

**Administrative Process and Procedures Ad-Hoc Committee**

Ryna Rothberg

**RESOLVED FURTHER**, that Resolution M50-15-05 adopted January 15, 2015 is hereby superseded and cancelled; 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.

**NEW BUSINESS (Continued)**

**Discuss and Consider Effectiveness of Recent Reception Desk Service Level Changes**

The Board and staff discussed the recent changes in Reception Desk service levels and issues that have been identified during the trial period, which was initiated at the March 2015 Regular Board Meeting.

Director Dalis made a motion to end the trial period and to return Reception Desk service to the way it was before. Director Nord-Leth seconded the motion and discussion ensued.

Mutual Members commented on the motion.

By a vote of 3-0-0, the motion carried.

**Discuss and Consider Effectiveness of Removal of Morning Coffee and Cookies in Hearth Rooms 1 & 2**

The Board discussed the recent removal of morning coffee and cookies in Hearth Rooms 1 & 2.

Director Dalis read a proposed resolution rescinding the removal of morning cookies and coffee in Heath Rooms 1 & 2. Director Dalis moved to approve the resolution. Director Nord-Leth seconded the motion and discussion ensued.

Mutual Members commented on the resolution.

By a vote of 3-0-0, the motion carried and the Board of Directors adopted the following resolution:

**RESOLUTION M50-15-22**

**Rescind Resolution M50-15-16  
Removal of Morning Coffee and Cookies in Hearth Rooms 1 & 2**

**WHEREAS**, on March 19, 2015, the Board of Directors authorized the removal of morning coffee and cookies service in Hearth Rooms 1 & 2; and

**WHEREAS**, there has been a large amount of negative feedback from residents after the removal;

**NOW THEREFORE BE IT RESOLVED**, April 16, 2015, the Board of Directors of this Corporation hereby rescinds resolution M50-15-16 approved on March 19, 2015 to remove the morning coffee and cookies service in hearth rooms 1 & 2; 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.

**Discuss and Consider Process to Fill Board Vacancy**

The Board discussed their process to fill a recent vacancy on the Board.



Director Nord-Leth made a motion to appoint Henry Nahoum to fill the Board vacancy. Director Dalis seconded the motion.

By a vote of 3-0-0, the Board appointed Henry Nahoum to fill the vacancy on the Board.

**Discuss and Consider Allowing Sponsored Speakers at The Towers**

The Board discussed allowing sponsored speakers at The Towers and reviewed three proposed sponsored speakers. Director Dalis made a motion to approve the three sponsored speakers. Director Nord-Leth seconded the motion.

By a vote of 2-0-1 (President Rothberg abstained), the motion carried.

Director Nord-Leth made a motion to rescind the previous motion. Director Dalis seconded the motion.

By a vote of 3-0-0, the original motion was rescinded.

**Discuss and Consider Changing the Name of the Second Floor Conference Room to the Board Room**

Director Dalis read a proposed resolution approving changing the name of the second floor conference room to the Board Room. Director Dalis moved to approve the resolution. Director Nord-Leth seconded the motion and discussion ensued.

By a vote of 3-0-0, the motion carried and the Board of Directors adopted the following resolution:

**RESOLUTION M50-15-23**

**Name Change of Second Floor Conference Room to Board Room**

**WHEREAS**, the conference room on the second floor was previously used for a variety of resident activities and meetings; and

**WHEREAS**, the room is now used for Mutual No. Fifty Board business meetings and committee meetings, as well as for the storage of Board materials;

**NOW THEREFORE BE IT RESOLVED**, April 16, 2015, that the Board of Directors of the Corporation hereby approves that the second floor conference room shall be named the "Board Room" to clarify that it is to be used only for Corporation business; 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.

**Discuss and Consider Upgrades to the Key Club and Conference Room**

The Board tabled discussion of potential upgrades for the Key Club and the newly renamed Board Room to the May meeting.

**MUTUAL FIFTY COMMITTEE REPORTS**

For the sake of time, Mutual Fifty Committee reports were not given.

**GRF COMMITTEE REPORTS**

For the sake of time, GRF Committee reports were not given.

**RECESS**

The meeting recessed at 4:13 P.M. and reconvened into Executive Session at 4:25 P.M.

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

During its Regular Executive Session meeting of March 19, 2015, the Board approved the February 9, 2015 Special Executive All Boards minutes, the February 19, 2015 Regular Executive Session minutes, the February 24, 2015 Special Executive All Boards minutes, and the March 17, 2015 Special Executive Session minutes; approved 2 delinquent assessment write-offs; approved changes in reception desk service levels, approved the removal of morning coffee and cookie service, and discussed litigation, contractual, disciplinary, and delinquency matters.

There being no further business to come before the Board, the April 16, 2015 meeting was adjourned at 6:30 P.M.

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Inesa Nord-Leth, Secretary

**Dining Room and Common Area Dress Code Guidelines  
Per Resolution M50-15-18**

**TOWERS COMMON AREA**

The following is unacceptable attire for the Towers Common Area:

Sleep Attire  
Bathrobes  
Scrubs

**CRYSTAL DINING ROOM**

The following is acceptable and unacceptable attire for the Crystal Dining Room.

**CRYSTAL DINING ROOM – LADIES**  
**(Acceptable)**

Dressy Tops  
Skirts  
Dresses  
Full Length Slacks (including colored  
denim)  
Dress Shoes & Sandals

**CRYSTAL DINING ROOM - LADIES**  
**(Unacceptable)**

Capri pants  
Shorts/Short Pants  
Athletic/Logo Shirts  
Athletic/Gym Pants  
Sweatshirts  
Muumuus  
Blue Jeans  
Bedroom Slippers  
Flip Flops  
Head Coverings

**CRYSTAL DINING ROOM – MEN**  
**(Acceptable)**

Collared Dress Shirts (when worn under  
a Suit Jacket/Sport Coat)  
Polo Shirts (when worn under a Suit  
Jacket/Sport Coat)  
Turtlenecks (when worn under a Suit  
Jacket/Sport Coat)  
Hawaiian Shirts (when worn under a Suit  
Jacket/Sport Coat)  
Suit Jacket/Sport Coat  
Dress Slacks (including colored denim)  
Dress Shoes  
Clean Gym Shoes  
Sandals (with socks)

**CRYSTAL DINING ROOM – MEN**  
**(Unacceptable)**

Athletic Logo shirts  
Cardigan Sweaters  
Sweatshirts  
Blue Jeans  
Leather Jacket  
Shorts/Short Pants  
Athletic/Gym Pants  
Bedroom Slippers  
Flip Flops  
Sandals (no socks)  
Head Coverings

**CALIFORNIA DINING ROOM**

The following is acceptable and unacceptable attire for the California Dining Room.

**CALIFORNIA DINING ROOM – LADIES**

**(Acceptable)**

Dressy Tops  
Polo Shirts (no logos)  
Skirts  
Dresses  
Full Length Slacks  
Blue Jeans (no frays/tears/holes)  
Capri Pants  
Dress Shoes & Sandals  
Gym Shoes

**CALIFORNIA DINING ROOM – LADIES**

**(Unacceptable)**

Shorts/Short Pants  
Casual Jeans (faded/holes/frays)  
Athletic/Logo Shirts  
Gym Pants  
Bedroom Slippers  
Flip Flops

**CALIFORNIA DINING ROOM - MEN**

**(Acceptable)**

Collared Dress Shirts  
Polo Shirts  
Turtlenecks  
Hawaiian Shirts  
Suit Jacket/Sport Coat  
Cardigan Sweaters  
Leather Jackets  
Dress Slacks  
Blue Jeans (no frays/tears/holes)  
Dress Shoes  
Clean Gym Shoes  
Sandals (with socks)

**CALIFORNIA DINING ROOM – MEN**

**(Unacceptable)**

Athletic/Logo Shirts  
Shorts/Short Pants  
Casual Jeans (faded/holes/frays)  
Bedroom Slippers  
Flip Flops

**Official Hours for Construction, Moving, and Quiet  
Per Resolution M50-15-19**

**Construction and Unit Upgrades:**

Monday – Friday 8:00 a.m. – 5:00 p.m.

Saturday work must be approved in advance by the Building Engineer.

No work on Sundays, no exceptions.

**Move-Ins and Move-Outs (only when scheduled with Front Desk within the hours of):**

Monday – Saturday 8:00 a.m. – 4:00 p.m.

No moves scheduled on Sundays, no exceptions.

**In-Unit Quiet Hours:**

11:00 p.m. to 7:00 a.m. Daily

**Laundry Quiet Hours:**

9:00 p.m. to 7:00 a.m.

**Trash Chute Quiet Hours:**

9:00 p.m. to 8:00 a.m.