



**OPEN MEETING**

**REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL  
RESIDENCY POLICIES AND COMPLIANCE TASK FORCE**

**Monday, September 25, 2017 – 1:30 P.M.  
Laguna Woods Village Community Center Willow Room  
24351 El Toro Road**

**AGENDA**

- |   |           |
|---|-----------|
| 1. Call to Order                                | Burt Baum |
| 2. Acknowledgment of Media                      | Burt Baum |
| 3. Approval of the Agenda                       | Burt Baum |
| 4. Approval of Meeting Report for June 21, 2017 | Burt Baum |
| 5. Chair's Remarks                              | Burt Baum |
| 6. Member Comments (Items Not on the Agenda)    | Burt Baum |

**Reports:**

- |                                |                                 |
|--------------------------------|---------------------------------|
| 7. Care Provider Policy Update | Christine Spahr/Pamela Bashline |
| 8. Lease Policy Update         | Christine Spahr/Pamela Bashline |
| 9. Resident Services Issues    | Christine Spahr                 |

**Items for Discussion and Consideration:**

10. None

**Items for Future Agendas:**

11. To Be Determined

**Concluding Business:**

12. Committee Member Comments  
13. Date of Next Meeting – To Be Determined  
14. Adjournment

Burt Baum, Chair  
Francis Rangel, Staff Officer  
Telephone: 268-2570

**OPEN MEETING**

REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL  
RESIDENCY POLICY AND COMPLIANCE TASK FORCE

Wednesday, June 21, 2017 – 1:30 PM

Laguna Woods Village Community Center, Willow Room – 24351 El Toro Road

**MEMBERS PRESENT:** Burt Baum, Chair, Bert Moldow, Steve Parsons,  
Bunny Carpenter, Stuart Hack (Advisor), Marty  
Lopata (Advisor)

**MEMBERS ABSENT:** Rosemarie di Lorenzo Dickins, Joann di Lorenzo

**OTHERS PRESENT:** Annette Sabol Soule

**STAFF PRESENT:** Debbie Ballesteros, Tim Moy, Pamela Bashline,  
Christine Spahr, Francis Rangel

**Call to Order**

Burt Baum, Chair, called the meeting to order at 1:35 P.M.

**Acknowledgement of Press**

There was no press present.

**Approval of Agenda**

Without objection, the Committee approved the agenda as submitted.

**Approval of Meeting Notes from May 24, 2017**

Without objection, the Committee approved the meeting report as submitted.

**Member Comments**

None

**Chairman's Remarks**

Chair Baum stated the main topic for discussion is Service Order Entry. He also commented on short term rentals and disciplinary cases.

**Service Order Entry**

Pamela Bashline, Community Service Manager, presented the Service Order Entry (SOE) system report. The Committee commented and asked questions.

Ms. Bashline informed the committee that based on legal counsels recommendation the SOE category should be replaced by requiring a limited power of attorney (LPOA) for Members wishing to call for service on their behalf. A form can be created for Members to use and to be signed with witness signatures or notarized.

By way of consensus, the Committee requested Ms. Bashline work with Mr. Hack and Mr. Lopata to create the LPOA form.

### **Short Term Rentals**

Francis Rangel, Operations Manager, informed the Committee that the Compliance Department reviews websites that advertise short term rentals periodically. Short term rentals are defined as rentals that are less than 60 days. Recently, special hearings were held for Members in violation and fines were imposed.

### **Disciplinary Cases**

Ms. Rangel updated the Committee on the disciplinary cases. She explained that many calls are coming into the Compliance Hotline, which is being publicized in articles, TV 6, and by word of mouth. There has been an increase in clutter and the Compliance Department is looking into ways to educate the community about clutter issues. Unauthorized alterations are increasing due to collaborating with Manor Alterations.

### **Gate Access**

Tim Moy, Chief of Security, informed the Committee that the Security Department is conducting check points at gates to check for proper identification.

### **Other Non-Owner Occupants/Co-Occupants**

Ms. Bashline explained they are many factors to consider when speaking about non-owner occupants and co-occupants. Chair Baum stated he will work with Ms. Bashline and legal counsel about this.

### **Inconsistency of Terminology and Trusts/Successor Trustee**

Chair Baum request Ms. Bashline bring information regarding inconsistency of terminology and trusts/successor trustee to next meeting to include definition and number of individuals in each category.

### **Proposed Brochure for Care Providers and Landlord/Renters**

Chair Baum requested that Members review the Care Provider Brochure attached to the meeting agenda and email him with any changes.

### **Date of Next Meeting**

To be determined.

### **Adjournment**

With no further business before the Committee, the meeting was adjourned at 3:37 P.M.

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Burt Baum, Chair  
Third Laguna Hills Mutual



Exhibit C  
Lease Authorization Application

# Lease Authorization Application

Proposed Changes

ULWM delete  
 TLHM  
 Mutual 50  
 Unit: \_\_\_\_\_

Return completed application to: Lease Authorization Office located in the Resident Services Department, 24351 El Toro Road, Laguna Woods, CA 92637; Phone: 949-597-4600, E-mail: communityservices@vmsinc.org

Manor Information	
Manor Address:	
Carpport #:	Space #:
Lease Term Date From:	To:
Member Information	
First Name:	Last Name:
Telephone:	Cell Phone:
E-mail:	
Mailing Address:	
Proposed Lessee Information	
Information for Lessee #1 Lessee #1 ID No. _____	
First Name:	Last Name:
Telephone:	Cell Phone:
Date of Birth:	SS#:
E-mail:	
Occupation:	
Current Monthly Income:	Source of Income:
Move in Date:	
Prior Addresses (Include information for the past 5 years/Use additional paper if required)	
Present Home Address:	
Length of Time/From:	To:
Reason for Leaving:	
Previous Home Address:	
Length of Time/From:	To:
Reason for Leaving:	
Next Previous Home Address:	
Length of Time/From:	To:
Reason for Leaving:	
Has proposed Lessee #1 been convicted of a felony in the last 20 years? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Has proposed Lessee #1 been convicted of a misdemeanor involving moral turpitude in the last 5 years? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Add Member #1 and Member #2

Add Agent or Agency

Add Reason for Leaving

Page 2

Information for Lessee #2		Lessee #2 ID NO. _____
First Name:	Last Name:	
Telephone:	Cell Phone:	
Date of Birth:	SS#:	
E-mail:		
Occupation:		
Current Monthly Income:	Source of Income:	
Move in Date:		
Prior Addresses (Include information for the past 5 years/Use additional paper if required)		
Present Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Previous Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Next Previous Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Has proposed Lessee #2 been convicted of a felony in the last 20 years?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Has proposed Lessee #2 been convicted of a misdemeanor involving moral turpitude in the last 5 years?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Information for Lessee #3		
First Name:	Last Name:	
Telephone:	Cell Phone:	
Date of Birth:	SS#: <i>Delete</i>	
E-mail:		
Occupation:		
Current Monthly Income:	Source of Income:	
Move in Date:		
Prior Addresses (Include information for the past 5 years/Use additional paper if required)		
Present Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Previous Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Next Previous Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		

*delete*

Has proposed Lessee #3 been convicted of a felony in the last 20 years?  Yes  No

Has proposed Lessee #3 been convicted of a misdemeanor involving moral turpitude in the last 5 years?  Yes  No

**Lease Authorization Agreement**

The undersigned acknowledges receipt of the Lease Policy and acknowledges that it does not represent any direct or indirect liability on behalf of Third Laguna Hills Mutual (TLHM), ~~United Laguna Woods Mutual (ULWM)~~, the Golden Rain Foundation of Laguna Woods (GRF), and Village Management Services, Inc. (VMS), and each of their respective directors, officers, employees, and agents.

*Bold/larger*

Acknowledgment	Initial(s)				
	Member #1	Member #2	Lessee #1	Lessee #2	Lessee #3
I have read and received a copy of the Lease Policy and agree to comply.					
I agree to comply with the rules established by this Community.					
TLHM, GRF and VMS are not parties to the terms of the lease between the Member and Lessee.					
I agree that TLHM has the right to collect and retain the rent payable and to apply it to any delinquent assessments and charges.					
I understand that falsification of any information related to this application renders this application null and void.					

Does Lessee(s) have authorization to request repairs on behalf of the Member or work for which there is a charge?  Yes  No

Member Name (Print): #1	Member Signature:	Date:
Member Name (Print): #2	Member Signature:	Date:
Lessee #1 Name (Print):	Lessee Signature:	Date:
Lessee #2 Name (Print):	Lessee Signature:	Date:
Lessee #3 Name (Print):	Lessee Signature:	Date:

**ACTION BY MUTUAL BOARD OF DIRECTORS**

APPLICATION DENIED	APPLICATION APPROVED
The Board of Directors of this Mutual Corporation has reviewed this application. Based on the information provided, the application is denied.	The Board of Directors of this Mutual Corporation has reviewed this application. Based on the information provided, the application is approved.
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
DATE:	DATE:

Date: \_\_\_\_\_ By: \_\_\_\_\_ Authorized Agent