

MINUTES OF THE REGULAR MEETING OF THE
BOARD OF DIRECTORS OF THIRD LAGUNA HILLS MUTUAL
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

April 17, 2012

The Regular Meeting of the Third Laguna Hills Mutual Board of Directors, a California non-profit mutual benefit corporation, was held on Tuesday, April 17, 2012 at 9:30 A.M. at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Mike Straziuso, Won Chang, Isabel Muennichow, Sy Wellikson, Rae Tso, Carol Moore, John Paulus, Kathryn Freshley, Dick Palmer, Denny Welch, Lucy Shimon

Directors Absent: None

Staff Present: Cris Robinson, Patty Kurzet
Executive Session: Cris Robinson, Patty Kurzet, Luis Rosas

Others Present: Kelly Richardson, Esq.

CALL TO ORDER

Director Mike Straziuso, President of the Corporation, chaired 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 9:30 A.M.

PLEDGE OF ALLEGIANCE

Director Paulus led the Membership in the Pledge of Allegiance to the Flag.

ACKNOWLEDGEMENT OF MEDIA

A representative of the Globe was not present, and the Channel 6 Camera Crew, by way of remote cameras, was acknowledged as present.

APPROVAL OF AGENDA

Without objection, the Board approved the agenda as written.

CANDIDATE INFORMATION COMMITTEE REPORT

Ms. Shari Horne spoke on behalf of the Candidate Information Committee and encouraged those interested in running for the Board to pick up an application in the General Manager's office.

CHAIR'S REMARKS—Mike Straziuso

President Straziuso introduced Kelly Richardson, Esq. of Richardson, Harman, Ober, the Board's new legal counsel, and provided a brief summary of his involvement and experience as an HOA attorney. President Straziuso explained the Roberts Rules procedures for making a motion.

APPROVAL OF THE MINUTES

Without objection the Board reviewed and approved the minutes of the Regular Meeting of March 20, 2012 and the minutes of the Special meeting of April 9, 2012.

CONSENT CALENDAR

Without objection, the Board approved the Consent Calendar as amended by removing *2169-H - Approval of request for additional walkway lighting* from the Maintenance and Construction Committee Consent Calendar placing it under the Maintenance and Construction Committee Report for discussion; and took the following actions:

Maintenance & Construction Committee Recommendations:

- | | |
|---------|---|
| 2384-2E | Denial of appeal request to reverse emergency chargeable service charges |
| 3185-C | Approval of request to install a garden wall with wrought iron fence and gate at front of manor, with contingencies |
| 3267-A | Approval of request to install a garden wall with wrought iron fence and gate at front of manor, with contingencies |
| 5264 | Approval of request for root removal reimbursement at Mutual's average 2011 cost |
| 5324-O | Approval of request to adjust charges for damage restoration repairs |
| 5337-A | Approval of request to construct a garden room on the patio, with contingencies |

Landscape Committee Recommendations

- | | |
|--------|--|
| 2291-N | Denial of request for plant replacements |
| 3409-A | Approval of request for tree removal as a chargeable service |
| 3476-A | Denial of request for tree removal and replacement |

Finance Committee Recommendations

RESOLUTION 03-12-50

Recording of Lien

WHEREAS, Member ID 931-581-57 is currently delinquent to Third Laguna Hills Mutual 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, April 17, 2012, that the Board of Directors hereby approves the recording of a Lien for Member ID 931-581-57; 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 03-12-51

Recording of Lien

WHEREAS, Member ID 932-380-13 is currently delinquent to Third Laguna Hills Mutual 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, April 17, 2012, that the Board of Directors hereby approves the recording of a Lien for Member ID 932-380-13; 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 03-12-52

Recording of Lien

WHEREAS, Member ID 933-050-98 is currently delinquent to Third Laguna Hills Mutual 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, April 17, 2012, that the Board of Directors hereby approves the recording of a Lien for Member ID 933-050-98; 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 03-12-53

Recording of Lien

WHEREAS, Member ID 933-200-06 is currently delinquent to Third Laguna Hills Mutual 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, April 17, 2012, that the Board of Directors hereby approves the recording of a Lien for Member ID 933-200-06; 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 03-12-54

Recording of Lien

WHEREAS, Member ID 933-620-27 is currently delinquent to Third Laguna Hills Mutual 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, April 17, 2012, that the Board of Directors hereby approves the recording of a Lien for Member ID 933-620-27; 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 03-12-55

Recording of Lien

WHEREAS, Member ID 934-500-12 is currently delinquent to Third Laguna Hills Mutual 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, April 17, 2012, that the Board of Directors hereby approves the recording of a Lien for Member ID 934-500-12; 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.

- Support AB 2275 – Common Interest Developments: Required Documents

GENERAL MANAGER'S REPORT

In Mr. Storage's absence, Mrs. Robinson updated the membership on the ongoing GRF projects within the Community.

Mrs. Robinson also updated the membership on Third Mutual projects including the elevator replacement program; the three-story building fire alarm system upgrades; the waterline epoxy piping program; water conservation; the flood mitigation in cul-de-sacs 371 and 378 and watershed in cul-de-sacs 203, 219, 221, 222; water heater electrical upgrades; and Garden Villa lobby chandelier replacements.

President Straziuso described the Board decorum for Member Comments.

THIRD MUTUAL MEMBER COMMENTS and PUBLIC FORUM

- Lucie Falk (3377-A) commented on the "coffee meetings" and commented on her landscaping requests.
- Harriet Arnest (4010-1A) commented on the coyote population and the need to relocate them into the wilderness.
- Bud Nesvig (2392-3H) commented on GRF's change in tax status.
- Mary Pat Toups (3467-B) commented on Kelly Richardson's attendance today and welcomed him to the meeting.
- Art Harris (3244-1G) spoke to the need for residents to attend more Board meetings and recommended that the meetings be changed to the evening so more people can attend.
- Mitsuo Urasaki (2384-2E) commented on the Board's denial of his appeal request for reversal of emergency chargeable services.

DIRECTORS' RESPONSES TO MEMBER COMMENTS

- Director Tso responded to Ms. Falk's landscaping issues.
- Director Freshley commented on GRF's change in tax status.
- Director Paulus commented on the history of the Board's decision to not hold board meeting at night.

UNFINISHED BUSINESS

Director Moore led a discussion on holding “coffees” without Board approval and expressed her concern that President Straziuso obtained information from the GRF President and the United President that was not distributed to the Board members.

Mr. Richardson advised that the Board can hold informal meetings as long as there is less than a quorum of the Board.

Director Welch explained that the recent “coffee meeting” followed the Open Meeting Act and that less than 6 Board members were present.

NEW BUSINESS

Mr. Kelly Richardson commented on his firm’s Lien Collection and Foreclosure process and procedures and spoke to the advantages of judicial foreclosure in collecting delinquent assessments.

Member Mary Pat Toups (3467-B) encouraged the Board to use Mr. Richardson’s firm for the lien and collection process.

Without objection, the Board agreed to refer the matter to the Finance Committee to consider.

Director Moore made a motion to establish a Joint Signage Ad Hoc Committee consisting of Third, United and GRF Members to discuss signage standards throughout the community and appoint members Directors Freshley, Muennichow and Director Shimon. Director Shimon seconded the motion and discussion ensued. The motion carried unanimously.

The Secretary of the Corporation read the proposed changes to the following Mutual Committee appointments:

RESOLUTION 03-12-

Mutual Committee Appointments

RESOLVED, April 17, 2012, that the following persons are hereby appointed to serve on the committees and services of this Corporation; and

RESOLVED FURTHER, that each committee chair in consultation with the vice chair may appoint additional members and advisors with interim approval by the President subject to the approval of the Board of Directors:

Board Operating Rules Committee

Mike Straziuso, Chair

Won Ho Chang, Vice Chair (replaces Kathryn Freshley)

~~Carol Moore~~

Kathryn Freshley

Isabel Muennichow

Denny Welch
Lucy Shimon
Rae Tso
Non-Voting Advisors: Carol Skydell, Noel Hatch

Community Revitalization Ad Hoc Committee

Sy Wellikson, Chair (replaces Carol Moore)
Isabel Muennichow, Vice Chair (replaces Lucy Shimon)
Non-Voting Advisors: Carol Skydell, Richard Moren, Kay Livingston

Finance (Committee of the Whole)

Rae Tso, Chair
Mike Straziuso, Vice Chair
Non-Voting Advisors: Jim Hart

Landscape (Committee of the Whole)

Isabel Muennichow, Chair
Lucy Shimon, Vice Chair
Non-Voting Advisors: John Dudley, Barbara Marsh, Judith Troutman, Harriet Arnest, Mike Matzenbacher

Maintenance and Construction (Committee of the Whole)

Denise Welch, Chair
Won Chang, Vice Chair
Non-Voting Advisors: Joseph Heller, Richard Moren, Shari Horne

Management Agreement Ad Hoc Committee (Committee of the Whole)

Meet and Confer

John Paulus
Kathryn Freshley
Mike Straziuso

New Resident Orientation

Per Rotation List

Resident Problem Resolution Services

John Paulus, Chair
Denise Welch, Vice-Chair

Traffic Committee

Dick Palmer, Chair
Carol Moore, Vice Chair
3rd Person Per Rotation List

Laguna Canyon Foundation

Isabel Muennichow

RESOLVED FURTHER, Resolution 03-12-38, adopted March 20, 2012, is hereby superseded and canceled.

Director Chang moved to approve the resolution. Director Welch seconded the motion and discussion ensued on the proposed changes.

Members Shari Horne (2354-3C), Art Harris (3244-1G), Lucie Falk (3377-A), Harriet Arnest (4010-1A), Carol Skydell (3070-B), and Tony Sorich (3402-B) spoke to the motion.

By a vote of 4-5-1 (Directors Wellikson, Chang, Welch, Tso voted in favor; Directors Moore, Paulus, Shimon, Freshley and Palmer opposed; and Director Muennichow abstained), the motion failed.

The Secretary of the Corporation read a proposed resolution approving the revised Candidate Information Committee Appointments. Director Moore moved to approve the resolution. Director Freshley seconded the motion and discussion ensued.

By a vote of 10-0-0, the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 03-12-56

RESOLVED, April 17, 2012, that the following persons are hereby appointed to serve on the Candidate Information Committee of this Corporation:

Bob Hatch
Mark Schneider
Shari Horne
Marian Dailey
Sally Rout
Jim Hart
Mark Stein

RESOLVED, that Resolution 03-12-25, adopted February 21, 2012 is hereby superseded and cancelled.

Director Moore led a discussion on the format and content of minutes. She asked Mr. Richardson if minutes are necessary to take and does the Board need to approve them. Mr. Richardson advised that if the association does not approve Board meeting minutes, then there is no documentation of what occurred at the meeting. The minutes should accurately reflect the actions taken. He also stated that it is not necessary for committee reports to be approved by the committee, but they should reflect accurate recommendations made to the Board.

FINANCE REPORT

Director Rae Tso gave the Treasurer's and the Finance Committee Reports, and commented on the Resale & Lease Activities.

Director Freshley spoke to the need to tighten the budget and increase the reserves.

Director Tso reported on the audited financial statements.

The Secretary of the Corporation read a proposed resolution rescinding Resolution 03-12-49 and to approve the 2011 audited financial statements. Director Welch moved to rescind Resolution 03-12-49 and approve 2011 audited financial statements. Director Muennichow seconded the motion and discussion ensued.

Director Freshley requested that a roll call vote be taken.

By the following roll call vote of 6-5-0, the Board of Directors adopted the following resolution:

Favor: Directors Wellikson Muennichow, Chang, Welch, Tso, and Straziuso

Opposed: Directors Moore, Paulus, Palmer, Freshley, and Shimon

RESOLUTION 03-12-57

RESOLVED, April 17, 2012, that the Board of Directors of this Corporation has reviewed the financial statements for Third Laguna Hills Mutual for the year ending December 31, 2011, as audited by KPMG and approves a final report for publication; and

RESOLVED FURTHER, a condensed financial statement shall be delivered by mail to all Mutual Members; and

RESOLVED FURTHER, that Resolution 03-12-49 adopted April 9, 2012 is hereby rescinded; 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.

Director Moore left at 12:08 P.M.

Due to the time constraints, Director Wellikson moved to remove the presentation from the Landscape Division Director from the agenda. Director Tso seconded the motion and the motion carried unanimously (Director Moore was absent from the meeting).

Director Moore returned to the meeting at 12:10 P.M.

COMMITTEE REPORTS

Director Isabel Muennichow reported from the Landscape Committee.

Director Muennichow moved to remove the black bins (newspaper carts) from the LH 21 Buildings. Director Moore seconded the motion and discussion ensued.

Members Art Harris (3244-1G), Harriet Arnest (4010-1A), Paul Hutchins (3036-A), Lucie Falk (3377-A), and Shari Horne (2354-3C) spoke to the motion.

By a vote of 10-0-0, the motion carried unanimously.

Director Denny Welch reported from the Maintenance and Construction Committee.

The Secretary of the Corporation read a proposed resolution approving to continue the delivery of non-emergency chargeable services. Director Welch moved to approve the resolution. Director Wellikson seconded the motion and discussion ensued.

Members Mary Pat Toups (3467-B), Art Harris (3244-1G), and Carol Skydell (3070-B) spoke to the motion.

By a vote of 6-4-0 (Director Paulus, Wellikson, Muennichow, Chang, Welch, Tso vote in favor), the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 03-12-58

WHEREAS, on September 20, 2011, the Board of Directors adopted Resolution 03-11-154 which directed the end of non-emergency maintenance chargeable services; and

WHEREAS, based on resident input and feedback, and Staff's review of the current operating practices with improvement recommendations, the Non-Emergency Chargeable Services Ad Hoc Committee recommends that the Board rescinds Resolution 03-11-154 and continue the delivery of non-emergency chargeable services with improvement in policies and procedures;

NOW THEREFORE BE IT RESOLVED, April 17, 2012, that the Board of Directors hereby agrees to continue the delivery of non-emergency chargeable services and approves the attached new schedule for non-emergency maintenance chargeable services; and

RESOLVED FURTHER, that the service charge for all Maintenance chargeable services shall be increased from \$10 to \$25; and

RESOLVED FURTHER, that the Board establishes a new \$25 permit processing fee for work that requires a City of Laguna Woods building permit; and

RESOLVED FURTHER, that a \$15 service charge shall be charged when the Mutual Member (or representative) is not home for a scheduled appointment and fails to cancel in advance; and

RESOLVED FURTHER, that an information campaign targeted at Third Mutual residents on the new policies, procedures, and charges to ensure smooth implementation shall be performed at an estimated cost of \$1,200 to be an unbudgeted operating expense in General Management; and

RESOLVED FURTHER, that Resolution 03-11-154 adopted September 20, 2011 is hereby rescinded and Resolution 03-03-73 (Summary of Chargeable Maintenance Services) adopted November 18, 2003 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.

Director Tso left the meeting at 12:42 P.M.

Without objection, the Board waived the reading of the proposed resolution authorizing a rebate program for low flow toilet replacements. Director Welch moved to approve the resolution. Director Muennichow seconded the motion and discussion ensued.

By a vote of 7-2-0 (Directors Moore and Wellikson opposed, and Director Tso was absent from the meeting) the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 03-12-59

WHEREAS, by way of Resolution 03-12-22, the Board of Directors established a Mutual standard for water efficient toilets which include: toilets must not exceed 1.6 gallons per flush, have met MaP (Maximum Toilet Performance) testing standards where the toilets are able to flush 1000 grams (2.2 pounds) of solid waste, and toilets have a minimum 3-inch tank drain outlet; and

WHEREAS, in order to encourage the timely replacement of outdated toilets that consume high amounts of water with low flow toilets that meet the Mutual's newly adopted standard, the Maintenance and Construction Committee by way of the Water Conservation Subcommittee recommends the Board establishing a toilet rebate program;

NOW THEREFORE BE IT RESOLVED, April 17, 2012, that the Board of Directors hereby offers a \$100 rebate program to the first 100 Members who submit a signed statement of qualification form (see attached) and a receipt (from a licensed contractor) for the replacement of a non-standard toilet with a

low flow toilet that complies with the Mutual's Standard established in Resolution 03-12-22 and as stated above; and

RESOLVED FURTHER, that the program shall be funded through monies appropriated from the Water Usage Pilot Program in the amount of \$10,000, and \$3,000 shall be incurred as an unbudgeted operating expense for administrative costs associated with processing 100 reimbursements; and

RESOLVED FURTHER, that any additional rebate requests received after the initial 100 are distributed will be forwarded to the Board for approval or denial; 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.

Without objection the reading of the proposed resolution adopting a varnish wooden door policy was waived.

By a vote of 6-1-2 (Director Palmer opposed; Directors Moore and Freshley abstained; and Director Tso was absent from the meeting), the motion carried and the Board of Directors adopted the following resolution:

RESOLUTION 03-12-60

WHEREAS, some manor doors in the Mutual were built with original solid wood and require routine stripping and varnishing, and the maintenance of the varnish on these doors takes more time than the average manor doors in the Mutual;

NOW THEREFORE BE IT RESOLVED, April 17, 2012, that the Board of Directors of this Corporation hereby adopts a policy whereby original construction solid wood stain and varnish finish manor entry doors will be painted, in lieu of re-varnishing, by the Mutual during execution of its Exterior Paint Program; and

RESOLVED FURTHER, that Members who wish to retain the stain and varnish finish on their manor's entry door will be required to obtain a Mutual alteration permit for that purpose and will be required to obtain and pay for the services of a contractor to re-finish the entry door and that member and his/her successors will be responsible for all future maintenance and costs associated with that entry door; and

RESOLVED FURTHER, that the original solid wood stain and varnish finished doors modified by a member in any way, such as installation of a glass panel, will be considered an alteration for which that member and his/her successors

will be responsible for future maintenance and costs associated with that entry door; 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.

Director Moore moved to authorize staff to coordinate with legal counsel to craft language for staff to use in maintenance notification letters that informs residents/owners of their responsibility to help facilitate maintenance work and that residents/owners may be financially responsible for any maintenance work that they've been adequately notified of and that they obstruct or hinder. Director Shimon seconded the motion. By a vote of 8-0-1 (Director Muennichow abstained and Director Tso was absent from the meeting), the motion carried.

Director Welch reported from the Non-Emergency Chargeable Services Ad Hoc Committee.

Director Palmer reported from the Water Conservation Sub-Committee.

Director Shimon moved to approve the Maintenance and Construction Committee recommendation that the Board approve the request of 2169-H for additional walkway lighting at the member's expense. Director Freshley seconded the motion and the motion carried unanimously.

President Straziuso reported that the Board Operating Rules Committee did not meet.

Without objection, the Board agreed to dispense with the remaining agenda items due to the late hour.

GRF Committee Reports

- None

ADDITIONAL MEMBER COMMENTS

- None

DIRECTORS' COMMENTS

- None

The Board recessed at 12:57 P.M. and reconvened into Executive Session at 1:50 P.M.

Summary of Previous Closed Session Meetings per Civil Code Section §1363.05

During its March 20, 2012 Regular Executive Session Board Meeting, the Board reviewed, revised, and approved the minutes of the Regular Executive Session of February 21, 2012 and reviewed and approved the minutes of the Special Executive Session of March 7, 2012. The Board approved recording Notices of Default for Member ID 932-450-71 and Member ID 934-500-50; approved three write-offs; approved filing six separate Small Claims Cases of \$2,500 (or less); heard four disciplinary hearings and imposed fines totaling \$1,400 for

violations of the Mutual's rules and regulations; discussed the legal matters of Lee Childress v. Third Mutual; and discussed other member disciplinary, contractual and legal matters.

With no further business before the Board of Directors, the meeting was adjourned at 5:00 P.M.

Isabel Muennichow, Secretary

Third Laguna Hills Mutual

Statement of Qualification for Toilet Rebate Program Resolution 03-12-XX

Manor: _____

- Low flow toilet(s) have been installed in the master/secondary (circle all that apply) bathrooms of subject manor in accordance with the Third Mutual Toilet Rebate Program. Each toilet installed replaces a toilet that used more than 1.6 gallons per flush. Each toilet does not exceed 1.6 gallons per flush, is able to flush 1000 grams (2.2 pounds) of solid waste as outlined in the MaP Standards, and has at least a 3-inch drain outlet.
- Documentation attached (Receipt/Invoice) with toilet specifications.

Contractor's Signature

Print Name and License #

- The member at the manor listed above qualifies for a \$100 rebate for (____) toilets that meet the Mutual's specifications outlined in resolution #03-12-XX. Upon receipt and verification of this form, the Mutual will issue the rebate of \$100 per toilet replaced to the member.

Member: _____ Date: _____
Print name

Signature

Resolution 03-12-XX was adopted by the Board of Directors for Third Laguna Hills Mutual on April 17, 2012. The resolution is an effort to encourage the timely replacement of outdated toilets that consume high amounts of water with low flow toilets that meet the Mutual's newly adopted standard. Domestic water is communally metered and paid for by all members of Third Laguna Hills Mutual. A copy of the resolution is attached for your convenience.

ATTACHMENT A

**Third Laguna Hills Mutual
 Identified Non-Emergency Maintenance Chargeable Services**

The following schedule is intended to provide general courtesy maintenance services

Trade	Description of Service	Limitation(s)
Carpentry	Entry Door Lock Service	(1), (5)
	Lock Rekeying	(1), (5)
	Mailbox Lock Service	(1), (5)
	Patio Gate Door Lock Service	(1), (5)
	Storage Cabinet Lock Service	(1), (5)
	Insect/Rodent Entry Screening	(1), (5)
Electrical	Light Bulb/Ballast Service	(1), (3), (5)
	Door Bell Service	(1), (3), (5)
	Breaker Service	(5)
	Ceiling Heat (Thermostat) Service	(1), (3), (5)
Plumbing	Fitting/Flange/Valve - Repair/Replace	(1), (2), (3), (5)
	Toilet Operational Repair Service	(1), (2), (3), (5)
	Mixit Valve Service	(1), (2), (3), (5)
	Water Heater Repair	(1), (2), (3), (5)
	Water Heater Replacement	(1), (2), (3), (5), (6)
Paving	Pole/Bollard Installation (water heater related)	(4)
	Stain/Oil Cleanup	

Limitation(s):

- (1) *Standard brand only*
- (2) *Original fixtures only*
- (3) *Limited to parts in stock*
- (4) *As needed per Building Code/Permit requirements only*
- (5) *30-day warranty on parts and labor*
- (6) *Manufacturer provided 10-year warranty on water heater tank only; labor, materials, service charge, permit fee and permit processing fee apply to warranty replacements*

Charges for the attempted service will include the following:

- (a) *Prorated labor at the current annual billing rate for each trade;*
- (b) *Materials costs;*
- (c) *Service charge;*
- (d) *Permit fee and permit processing fee (if applicable)*

For scheduled appointments:

Failure to be present at the time of the technician's arrival will result in a \$15.00 fee