



Resolution 03-19-107
Schedule for Non-emergency Maintenance Chargeable Services

WHEREAS, on October 20, 2015, the Board of Directors adopted Resolution 03-15-156 which reestablished the delivery of non-emergency chargeable services and approved a schedule for non-emergency maintenance chargeable services; and

WHEREAS, the service call charge for all Maintenance chargeable services was increased to \$25; and

WHEREAS, the Board established a \$25 permit processing fee for work that requires a City of Laguna Woods building permit if VMS pulls the permit; and

WHEREAS the Board approved a \$15 service charge when the Mutual Member (or representative) is not home for a scheduled appointment and fails to cancel in advance; and

WHEREAS, on July 21, 2015 the Board of Directors approved amending the schedule for non-emergency maintenance chargeable services to include the replacement of manor low flow toilets; and

WHEREAS, on March 21, 2017 the Board of Directors approved amending the schedule for non-emergency maintenance chargeable services to include Water Heater Maintenance & Element replacement; and

WHEREAS, on September 21, 2018 additional non-emergency maintenance chargeable services were added for electrical, carpentry, plumbing and facilities divisions as shown on the attached approved list; and

WHEREAS, repair and/or removal of alteration carport condensation panels have been added to the list of Non-Emergency Maintenance Chargeable services.

NOW THEREFORE BE IT RESOLVED, October 15, 2019, that the Board of Directors hereby approves the attached new schedule for non-emergency maintenance chargeable services; and

RESOLVED FURTHER, that the service call charge for all Maintenance chargeable services shall remain \$25; and

RESOLVED FURTHER, the \$25 permit processing fee for work that requires a City of Laguna Woods building permit if VMS pulls the permit shall remain in effect; and

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

RESOLVED FURTHER, should the Mutual Member not be notified of a scheduled appointment change or the technician does not make the scheduled appointment, the subsequent scheduled appointment will be at no charge to the Mutual Member; and

RESOLVED FURTHER, that Resolution 03-18-140 adopted September 21, 2018 is hereby superseded and cancelled; and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.



Non-Emergency Maintenance Chargeable Services

The Board of Directors of the Third Laguna Hills Mutual passed resolution 03-19-107 on October 15, 2019 to approve this updated schedule of non-emergency maintenance chargeable services. This program has been implemented for the convenience of the Members of Third Mutual.

Trade	Description of Service	Limitations	Cost*
Carpentry	Door Lock Services (rekeying, gate locks, storage cabinets)		\$55
	Mailbox Lock Service	Mutual Supplied	\$43
	Installation of Entry Door Dead Bolt Lock (excludes keyless lock systems)	Resident Supplied	\$70
	Installation of Manor Address/Letter on Entry Door	Resident Supplied	\$41
	Rescreen Sliding Screen Doors	Mutual Supplied	\$77
	Rescreen Window Screens	Mutual Supplied	\$60
	Install/Replace Door Stops/Bumpers	Resident Supplied	\$55
	Install/Replace Bathroom Accessories (towel bars, grab bars, toilet paper holders, soap dishes or toothbrush holders). Drywall installations only, not for fiberglass or tile.	Resident Supplied	\$55
	Sliding Closet Door Repair and Maintenance	Resident Supplied	\$77 to \$114
	Sliding Glass Door Repair and Maintenance	Resident Supplied	\$77 to \$114
	Sliding Window Repair and Maintenance	Resident Supplied	\$55 to \$114
	Repair of Alteration Carport Condensation Panels		\$111
	Removal of Alteration Carport Condensation Panels		\$473
	Electrical	Light Bulb Replacement (max six bulbs per visit)	Resident Supplied
Door Bell Service		Resident Supplied	\$108
Breaker Service (electrical panel)		Mutual Supplied	\$63
Ceiling Heat Service (thermostat)		Mutual Supplied	\$87
Repair/Replace Outlets		Resident Supplied	\$59
Repair/Replace Light Switches/Dimmer Switches		Resident Supplied	\$59
Range Hood Filter Cleaning Service			\$92
Replace Existing Light Fixture	Resident Supplied	\$92	

	Replace Existing Smoke Detector (hard wired only)	Resident Supplied	\$59
	Replace Smoke Detector Batteries	Mutual Supplied	\$59
Plumbing	Repair/Replace Faucet (cartridge style)	Resident Supplied	\$91
	Repair/Replace Faucet (old style)	Mutual Supplied	\$156
	Repair/Replace Toilet Seat	Resident Supplied	\$58
	Low Flow Toilet Replacement	Mutual Supplied	\$200
	Repair/Replace Angle Stop Valve	Mutual Supplied	\$137
	Repair/Replace Shower Head and Shower Hose	Resident Supplied	\$58
	Repair/Replace Tub Spout	Resident Supplied	\$91
	Repair/Replace Fitting/Flange/Valve	Mutual Supplied	\$129
	Toilet Operation Repair Service	Mutual Supplied	\$91
	Mix-It Valve Service	Mutual Supplied	\$95
	Water Heater Repair	Mutual Supplied	\$38 to \$150
	Water Heater Replacement	Mutual Supplied Only and 10 year Mfg. Warranty	\$1,721
	Water Heater Service/Element Replacement	Mutual Supplied	\$171
	Water Shut Off and Turn On Request		\$58
	Ice Maker Hose Replacement	Resident Supplied	\$58
	Clothes and Dish Washer Hose Replacement	Resident Supplied	\$58
	Clogged Drain Repair (“resident caused”)		\$156
Paving	Pole/Bollard Installation (water heater related)	Building Code/Permits	\$150 to \$300
	Stain/Oil Clean-Up		\$126
Facilities	Heating/Cooling Filter Cleaning/Replacement Service - includes filter cleaning, filter change, diagnosis of the unit to make sure it is operating to capacity and also check the thermostats.	Resident Supplied	\$124
Limitations	All Mutual-supplied parts will be standard brand only.		
	All Mutual-supplied parts will be limited to parts in stock.		
	All Mutual-provided parts and labor carry a 30-day warranty, unless specified otherwise.		
	Resident supplied: Resident to supply the replacement or repair parts at the time of service.		
	Failure to be present at the time of service will result in a \$15 no-show fee.		
	*Estimated cost includes service charge, labor and materials (unless otherwise specified)		

Resolution 03-19-107, passed on October 15, 2019, supersedes and cancels Resolution 03-18-140.