

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

**November 8, 2011**

The Regular Meeting of the Board of Directors of United Laguna Hills Mutual, a California Non-Profit Mutual Benefit Corporation, was held on Tuesday, November 8, 2011 at 9:30 A.M. at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Ron Beldner, Catherine Brians, Paul Vogel, Roger Turner, John Dalis, Barbara Copley, Heather Gerson, Jack Bassler, Charles Hammer, Barbara Howard, Mary Stone

Directors Absent: None

Staff Present: Jerry Storage, Patty Kurzet

Others Present: Sandra Gottlieb of Swedelson & Gottlieb

**CALL TO ORDER**

Ron Beldner, President of the Corporation, chaired and opened the meeting, and stated that it was a Regular Meeting held pursuant to notice duly given. A quorum was established and the meeting was called to order at 9:30 A.M.

A moment of silence was held to honor the US Troops serving our country and those placed in harm's way.

**PLEDGE OF ALLEGIANCE**

Director Bassler led the Pledge of Allegiance to the Flag.

**ACKNOWLEDGEMENT OF PRESS**

A freelance reporter 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.

Without objection, the Board agreed to limit the total time for Member Comments to 30 minutes, and if further time is necessary, the Board would consider allotting additional time.

**MEMBER COMMENTS**

- Ron Stenson (285-C) spoke to his opposition to the Mutual's 6-month lease restriction.
- George Zeilman (880-Q) requested that the Board discuss his request for reimbursement.
- Maxine McIntosh (68-C) commented on the Board changing its name from "Laguna Hills Mutual" to "Laguna Woods Mutual."

- Nancy Duran (895-C) spoke on behalf of the Protect Property Values (PPV) and invited the Board to attend its next meeting on November 30<sup>th</sup> at Clubhouse 1.
- Libby Marks (82-Q) commented on the need for realtors to disclose correct information regarding the Mutual's 6-month lease restriction.
- Tony Dauer (96-C) spoke to ways to improve the Community regarding lights and solar power.
- Pamela Grundke (2214-B) clarified the reasons Resident's Voice was formed and asked for better transparency between the Board members and residents.
- Charlene Sydow (646-A) commented on the Mutual's 6-month lease restriction.
- Philip Block (468-C), Bill Humphry (468-D), and Esther Balch (142-A) spoke to the alleged hardship caused by the Mutual's 6-month lease restriction.
- Wayne Gray (675-A) commented on his variance request and the Mutual's 6-month lease restriction.

#### **RESPONSE TO MEMBER COMMENTS**

- Directors Dalis, Stone, and Bassler spoke to the comments made regarding the Mutual's 6-month lease restriction.
- President Beldner briefly responded to comments made by residents.

#### **APPROVAL OF MINUTES**

The Board reviewed and approved without objection the minutes of the following meetings: the Regular Meeting of September 13, 2011, the Special Meeting of September 30, 2011, the Special Meeting of October 4, 2011, the Special Meeting of October 5, 2011, and the Organizational Meeting of October 11, 2011. The Board reviewed, revised, and approved the minutes of the Special Meeting of October 20, 2011.

#### **CHAIR'S REMARKS**

President Beldner commented on the following: Edison flyers regarding Smart Meters, improvements to CDS 67, the Mutual's recycling program and encouraged residents to place recyclable items in their appropriate containers, the City's recycling/disposal drop-off program, and the danger of kitchen fires. President Beldner reported that there is no change in HUD's position on reverse mortgages due to legal hold-ups, and announced that Senator Mimi Walters will be hosting another Identity Theft Seminar on November 30, 2011 at Clubhouse 3.

#### **NEW BUSINESS**

Ms. Gottlieb provided a summary of the new legislative changes that will affect the Mutual, specifically regarding itemizing fees and cost of documents requested at time of escrow, rental restrictions, electronic vehicle charging stations, the Open Meeting Act, and independent contractors.

#### **UNFINISHED BUSINESS**

No unfinished business came before the Board.

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### **GENERAL MANAGER'S REPORT**

Mr. Storage updated the membership on the ongoing GRF projects within the Community and at the Clubhouses.

Mr. Storage introduced Ms. Wendy Panizza, Property Services Manager, who spoke to the Membership on the Mutual's alteration permits process and procedures and encouraged residents to contact the Permits Department to check whether or not a permit is required for alterations.

### **CONSENT CALENDAR**

Without objection the Consent Calendar was approved as amended by removing the reimbursement request from 880-Q and request for bathroom remodel at 675-A and placing them under the Maintenance and Construction Committee Report for discussion, and the Board took the following actions:

#### **Maintenance and Construction Committee Recommendations:**

##### **RESOLUTION 01-11-216**

**RESOLVED**, November 8, 2011, that the request of Mr. Vikas Singhal of 97-E Calle Aragon to retain a non-standard patio enclosure at his manor is hereby denied; and

**RESOLVED FURTHER**, that the Mutual member is hereby required to remove the non-standard patio enclosure at the expense of the Mutual member within thirty (30) days of the Board's decision; 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 01-11-217**

**WHEREAS**, Mr. Saburo Tsuchiya, lessee, at 477-A Calle Cadiz requests reimbursement for additional lodging costs in the amount of \$264.06 incurred while the manor was fumigated; and

**WHEREAS**, at the time of the fumigation, the Mutual's contracted hotel for the 2011 Fumigation Program was unable to provide a room to accommodate pets and Mr. Tsuchiya found lodging elsewhere; and

**WHEREAS**, State law does not require the Mutual to provide accommodations to residents displaced due to routine maintenance to protect Mutual-controlled property, but the Mutual does provide a 2-day hotel accommodation to members during fumigation as a courtesy;

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**NOW THEREFORE BE IT RESOLVED**, November 8, 2011, that the Board of Directors of this Corporation denies Mr. Tsuchiya's request for reimbursement of additional lodging expenses totaling \$264.06; and

**RESOLVED FURTHER**, that the standard reimbursement for two nights stay at the contracted hotel is \$195.92, of which has been reimbursed to Mr. Tsuchiya; 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 01-11-218**

**RESOLVED**, November 8, 2011, that the request of Ms. Elaine Teal of 632-Q Avenida Sevilla to perform a patio extension at her manor is hereby approved; and

**RESOLVED FURTHER**, that all costs for installation, repair, and maintenance associated with the subject alterations are the responsibility of the Mutual Member(s) at 632-Q; and

**RESOLVED FURTHER**, that a required Mutual permit must be obtained through the Permits and Inspections Office located in the Laguna Woods Village Community Center; and

**RESOLVED FURTHER**, that the patio extension is installed as per United Mutual Standards Section 22 - *Patio Slab Extensions* and the slumpstone wall as per Section 8 - *Patio Block Walls*; and

**RESOLVED FURTHER**, that all landscape, irrigation, and drainage modifications associated with the alteration are to be completed by the Landscape Division at the expense of the Mutual Members(s) at 632-Q.

**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.

**Landscape Committee Recommendations:**

- |       |   |
|-------|---|
| 883-N | Denial of <b>appeal</b> request for 7 tree removals                   |
| 247-D | Approval of request for plant replacements at Mutual Member's expense |
| 444-C | Denial of request for more plants                                     |
| 655-A | Denial of request for landscape design change                         |
| 855-B | Approval of request for plant removals at Mutual Member's expense     |
| 953-P | Denial of request for tree removal                                    |

**Finance Committee Recommendations:**

**RESOLUTION 01-11-219**

**WHEREAS**, Member ID 947-358-26 is currently delinquent to United 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**, November 8, 2011, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-358-26; 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 01-11-220**

**WHEREAS**, Member ID 947-403-98 is currently delinquent to United 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**, November 8, 2011, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-403-98; 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 01-11-221**

**WHEREAS**, Member ID 947-424-26 is currently delinquent to United 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;

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**NOW THEREFORE BE IT RESOLVED**, November 8, 2011, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-424-26; 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.

### **COMMITTEE REPORTS and SERVICES**

#### **FINANCE REPORT**

Director Mary Stone gave the Treasurer's and the Finance Committee Reports.

The Secretary of the Corporation, Director Barbara Copley, read the proposed change to the Finance Committee charter. Director Copley moved to approve the resolution. Director Stone seconded the motion.

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

#### **RESOLUTION 01-11-222**

#### **UNITED FINANCE COMMITTEE CHARTER**

**WHEREAS**, the United Finance Committee has been established pursuant to Article VII, Section 1 of the Bylaws of this Corporation;

**NOW THEREFORE BE IT RESOLVED**, November 8, 2011, that the board of directors of this corporation hereby assigns the duties and responsibilities of this Committee as follows:

1. To review the monthly financial statements and any other reports affecting the financial status of this corporation; to review the performance of the Managing Agent in relation to the annual operating budget and make recommendations to the board of directors as deemed necessary.
2. Review annually the adequacy of the corporation's reserves.
3. Review annually the proposed United Laguna Hills Mutual Business Plan and recommend to the Board action regarding same, including the amount of the assessment required to meet the following year's operating budget and reserve contributions.

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4. Confer with the Managing Agent on financial matters of this corporation, including insurance programs as applicable.
5. Review the investment of funds of United to determine that standards set by the United Board are being complied with, and recommend to the United Board changes in such investment policy and procedures as may be deemed advisable.
6. Function as an advisory and liaison body to the Managing Agent in matters pertaining to membership occupancy and assessment delinquencies; and coordinate these matters with other standing committees having related concerns.
7. Review any unplanned reserve expenditures proposed by any other committee to determine the impact on and adequacy of related reserves, and recommend appropriate action to the United Board; and

**RESOLVED FURTHER**, that the committee shall perform such other tasks as are assigned by the United Laguna Hills Mutual President or Board of Directors; and

**RESOLVED FURTHER**, that Resolution 01-07-157, adopted on December 11, 2007 is hereby superseded and cancelled.

Director Bassler reported from the Maintenance and Construction Committee.

The Secretary of the Corporation read a proposed resolution approving a Rain Event Action Plan. Director Copley moved to approve the resolution. Director Stone seconded the motion.

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

**RESOLUTION 01-11-223**

**WHEREAS**, in an effort to prepare Laguna Woods Village for the upcoming and future rain seasons, procedures and safety policies have been compiled that identifies tasks and responsibilities for the Security, Landscape, and Maintenance Divisions during a rain event;

**NOW THEREFORE BE IT RESOLVED**, November 8, 2011, that the Board of Directors of this Corporation hereby adopts the Laguna Woods Village Rain Event Action Plan as attached to the official minutes of this meeting; and

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**WHEREAS**, if the Laguna Woods Village Disaster Plan is activated, as a result of flooding during a severe storm, the procedures outlined in the Rain Event Action Plan will be superseded; 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.

The Secretary of the Corporation read a proposed resolution authorizing the continuation of General Maintenance Expenditures. Director Copley moved to approve the resolution. Director Vogel seconded the motion.

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

**RESOLUTION 01-11-224**

**WHEREAS**, an unfavorable year-end variance of approximately \$74,000 is currently anticipated for the overall General Maintenance section of the 2011 Business Plan;

**NOW THEREFORE BE IT RESOLVED**, November 8, 2011, that the Board of Directors of this Corporation hereby authorizes the continuation of General Maintenance Expenditures, which is expected to exceed its budget by \$76,000; 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.

The Secretary of the Corporation read the following proposed resolution revising the Mutual's Open House Policy to include directional signage:

**RESOLUTION 01-11-**

**WHEREAS**, on September 11, 2001, the Board of Directors of this Corporation adopted Resolution U-01-79 establishing guidelines for real estate companies holding Open Houses in the Community; and

**WHEREAS**, the GRF Board has passed a Resolution allowing Open House directional signage to be posted on GRF property with the intention of improving the marketability of cooperatives and condominiums in Laguna Woods Village; and



**WHEREAS**, providing directional signage to a particular cul-de-sac to a scheduled Open House will help guide traffic to the cooperative or condominium for sale or rent; and

**NOW THEREFORE BE IT RESOLVED**, December 13, 2011, that the Board of Directors of this Corporation hereby adopts the following Open House Policy:

1. Open Houses are hereby authorized to be held every Saturday and Sunday between the hours of 11:00 A.M. and 4:00 P.M.;
2. A maximum of three signs with maximum size of 24" x 24" may be displayed in accordance with Section 713 of the California Civil Code; and signs shall be placed at the entrances to, and within the cul-de-sacs in which the manors are located. Signs may be posted on the day of the Open House no earlier than 10:00 A.M., and must be removed no later than 5:00 P.M., of the same day;
3. Non-residents must be accompanied by a licensed real estate agent approved for Laguna Woods Village entry; or granted access by the Seller/Resident of the property;
4. Directional signs shall be with 24" x 9" corrugated plastic with vinyl lettering and adhere to the GRF approved colors, font and logo;
5. Directional signs shall be placed at street intersections to direct traffic to a specific cul-de-sac. There shall be one sign per direction with a maximum of four signs per intersection;
6. Directional signage may be posted on the day of the Open House no earlier than 10:00 A.M., and must be removed no later than 5:00 P.M., of the same day;
7. Realtors shall be responsible for providing the signs and shall adhere to the specifications in accordance with this resolution;
8. Non-conformance to this policy shall result in removal of sign from premises; and

**RESOLVED FURTHER**, that the Managing Agent is directed to inform all real estate offices which conduct business in Laguna Woods Village of this policy; and

**RESOLVED FURTHER**, that Resolution U-01-79 adopted September 11, 2001, is hereby superseded and canceled.

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**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 Copley moved to approve the resolution. Director Gerson seconded the motion and discussion ensued.

Director Howard moved to amend the resolution to prohibit any attachments to the approved signs. Director Brians seconded the motion and discussion ensued.

Without objection, the amendment was withdrawn.

Members Libby Marks (82-Q), Marty Rhodes (5369-2A), and Maxine McIntosh (68-C) commented on the resolution.

Without objection, the resolution was postponed to the December meeting to satisfy the 30-day notification requirement.

The Board considered the request of Mr. Wayne Gray of 675-A Via Alhambra to perform a bathroom remodel. Director Stone made a motion to approve the bathroom remodel request with contingencies. Director Gerson seconded the motion.

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

**RESOLUTION 01-11-225**

**RESOLVED**, November 8, 2011, that the request of Mr. Wayne Gray of 675-A Via Alhambra to perform a bathroom remodel at his manor is hereby approved; and

**RESOLVED FURTHER**, that all future costs and maintenance associated with the subject alteration are the responsibility of the Mutual Member(s) at 675-A; and

**RESOLVED FURTHER**, that all required Mutual and City of Laguna Woods permits must be obtained and the appropriate City of Laguna Woods building permit number must be submitted to the Mutual through the Permits and Inspections Office located in the Laguna Woods Village Community Center; 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.

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Member George Zeilman of 880-Q Via Mendoza addressed the Board on his request for reimbursement.

Ms. Wendy Panizza entered the meeting at 12:00 P.M. and addressed the Board on the request.

Director Brians made a motion to return the item back to the Maintenance and Construction Committee for further review in February. Director Gerson seconded the motion.

By a vote of 10-0-0, the motion carried and the following resolution was returned back to the Maintenance and Construction Committee:

**RESOLUTION 01-11-**

**WHEREAS**, per the Summary of Chargeable Maintenance Services, the Mutual allows members to replace countertops using outside vendors and reimburses members for the cost incurred up to and not in excess of the estimate provided by the Mutual for countertop replacement, minus any charges incurred by the Mutual for labor and/or materials related to the change; and

**WHEREAS**, Mr. and Mrs. Zeilman of 880-Q Via Mendoza replaced their kitchen countertop using an outside vendor and requested a reimbursement of \$1,350 per the Summary of Chargeable Maintenance Services; and

**WHEREAS**, at the same time Mr. and Mrs. Zeilman had already had the Mutual measure their countertops and had already placed an order for countertop replacement by the Mutual; and

**WHEREAS**, the Mutual incurred costs of \$56.84 for countertop measurement and \$780.67 for the actual countertop, and in accordance with the Mutual policy, the Members were reimbursed \$512.49 for the expense, which was \$1,350 less the cost the Mutual incurred for measurement and materials;

**WHEREAS**, the Mutual has no record of an attempt to cancel the order;

**NOW THEREFORE BE IT RESOLVED**, November 8, 2011, that the Board of Directors of this Corporation denies the request for reimbursement of \$780.67 for the expense of materials incurred by the Mutual; 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.

**Comment [s1]:** Here we say the amount requested for reimbursement was \$780.67, but in the 2nd WHEREAS it states that the requested reimbursement amount is \$1350. Which is correct?

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Director Copley reported from the Landscape Committee.

Director Copley asked for Board consensus on televising the Long Range Landscape Master Plan Presentation scheduled to be made by the consultants on November 18, 2011 at 1:30 in the Board Room. The Board agreed without objection.

The Secretary of the Corporation read the following proposed resolution approving the Mutual's revised bench policy:

**RESOLUTION 01-11**

**WHEREAS**, by way of Resolution 01-10-225, the Board of Directors of this Corporation approved the Heritage Bench style made of recycled plastic slats and a heavy-duty cast aluminum frame in green for use exclusively for all Water Wise Gardens (aka Gathering Gardens), and the seat height of the bench shall be at least 18"; and for all other areas the standard style and color for benches donated to the Mutual or purchased by the Mutual shall be the thermoplastic coated metal mesh benches in dark green; and

**WHEREAS**, the Landscape Committee recommended that because of its more desirable qualities in providing attractiveness and comfort, and to provide uniformity within the Mutual's common areas; that the Heritage Bench style should be the standard bench style in all applications:

- Gathering Gardens
- benches donated to the Mutual and;
- benches purchased by the Mutual

**NOW THEREFORE BE IT RESOLVED**, December 13, 2011, that the Board of Directors hereby approves the Heritage Bench style made of recycled plastic slats and a heavy-duty cast aluminum frame in green for all benches within United Mutual, and the seat height of the bench shall be at least 18";

**RESOLVED FURTHER**, that such benches shall be installed on either a concrete pad (if along sidewalk) or on concrete anchors in the grass or other areas (if the location is not along sidewalk); and

**RESOLVED FURTHER**, that for benches donated the cost to purchase and install the bench shall be borne by the donor; and

**RESOLVED FURTHER**, that Resolution 01-10-225, adopted October 22, 2010 is hereby superseded and cancelled; and

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**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 Copley moved to approve the resolution. Director Gerson seconded the motion and discussion ensued.

Member Maxine McIntosh (68-C) commented on the resolution.

Director Stone made a motion to return the resolution back to the Landscape Committee. Director Bassler seconded the motion. By a vote of 7-3-0 (Directors Brians, Gerson, and Turner opposed), the motion carried.

The Secretary of the Corporation read a proposed resolution approving a donation of a bench and a tree. Director Copley moved to approve the resolution. Director Gerson 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 01-11-226**

**WHEREAS**, the family of deceased resident Shirley Haxton requested to donate a bench and tree in her memory to be installed next to Building 520; and

**NOW THEREFORE BE IT RESOLVED**, November 8, 2011, that the Board of Directors hereby approves the request to donate a tree and a bench which will replace the existing bench (made of fiberglass and galvanized steel), with a Heritage Bench style made of recycled plastic slats and a heavy-duty cast aluminum frame in green; and

**RESOLVED FURTHER**, that the tree and bench shall be installed next to Building 520 and all labor and materials will be handled as a chargeable service, to be borne by the Haxton Family; 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 Stone reported from Resident Relations Information Services.

**GRF HIGHLIGHTS**

- Director Copley reported from the GRF Maintenance and Construction Committee.
- Director Dalis reported from the Community Activities Committee.

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**DIRECTORS' FORUM**

- Director Bassler commented on the United Village Snapshot.

**MEETING RECESS**

The Regular Open Session Meeting recessed for lunch at 12:35 P.M. and reconvened into the Regular Executive Session at 1:25 P.M.

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

During its Special Executive Session meeting of October 20, 2011, the Board approved write-offs; heard three (3) disciplinary hearings and imposed fines totaling \$850 for violations of the Mutual's rules and regulations; and discussed litigation, and other member disciplinary matters.

The Traffic Committee of the Board met in Executive Session on October 19, 2011 to discuss member disciplinary issues.

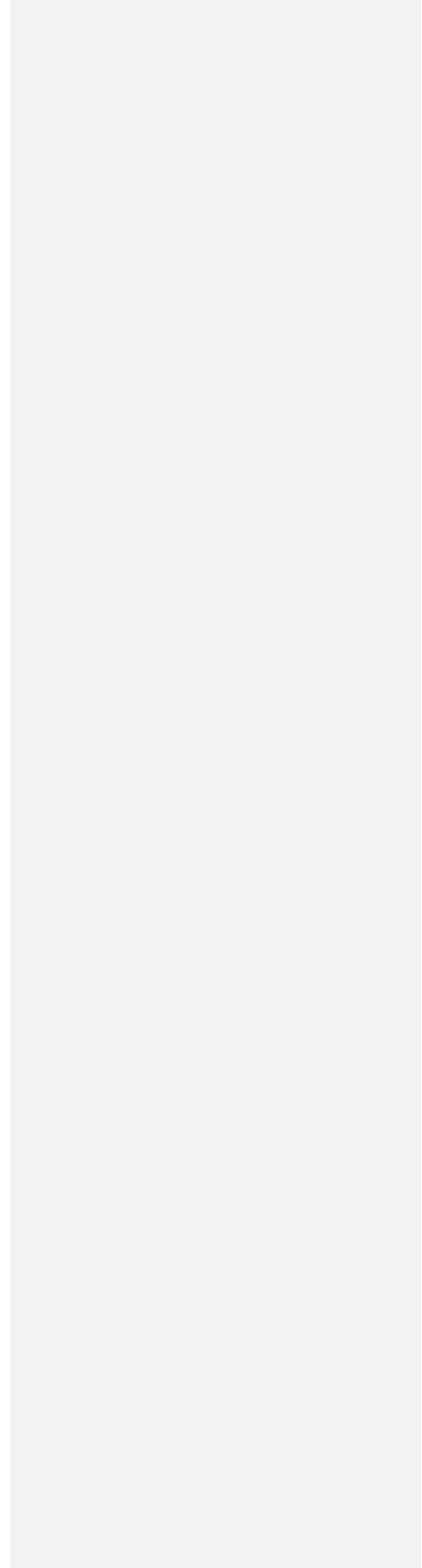
**ADJOURNMENT**

With no further business before the Board of Directors, the meeting was adjourned at 5:13 P.M.

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Barbara Copley, Secretary

# Rain Event Action Plan



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## **Introduction**

The Laguna Woods Village Rain Event Action Plan (Plan) was prepared to outline the rain event procedures that are in place. The Plan outlines procedures that are taken during:

- Rain Season Preparation
- Rain Season
- Severe Storm Forecasts
- Post Rain Event Clean-up

Flooding that may occur as a result of a severe storm event, would possibly qualify as a Disaster or if localized, an Incident as defined in the Laguna Woods Village Disaster Plan Manual.\*

Location maps of the high priority locations areas are provided in Appendix A.

*\*Note: The Laguna Woods Village Disaster Plan addresses two scenarios – a Disaster and an Incident. Below is a definition for those items as presented in the Disaster Plan:*

- *Disaster: Defined as a natural or manmade catastrophic event that seriously threatens the safety and welfare of the residents in Laguna Woods Village, and/or results in widespread damage to property, injuries to residents or employees, or seriously disrupts the normal activities or functions with the Laguna Woods Village Community. The Incident Command Center would be activated in the event of a Disaster. Examples of natural disasters include earthquakes, floods, windstorms, tornados, etc. Manmade disasters include toxic spills, airplane crashes, terrorism and the like.*
- *Incident: Defined as any natural or manmade event that can be a significant episode, but the event is more localized in coverage or impact to the Laguna Woods Village Community. The Field Command Post would be activated in the event of an Incident. An Incident could potentially evolve into a Disaster requiring the activation of the Incident Command Center.*

*If the Laguna Woods Disaster Plan is activated, then the procedures outlined in the Laguna Woods Disaster Plan will supersede all procedures outlined in this Rain Event Action Plan.*

**Abbreviations**

<b>Abbreviation</b>	<b>Description</b>
NOV	Notice of Violation
Plan	Rain Action Event Plan
SEC	Storm Event Coordinator
WC	Work Center
WMC	Weather Monitoring Consultant

**Work Centers**

<b>Work Center Number</b>	<b>Department</b>	<b>Division</b>
WC 240	Community Services	Community Relations
WC 530	Ground Maintenance Crews	Landscape
WC 540	Irrigation Division	Landscape
WC 570	Tree Maintenance	Landscape
WC 910	Building Maintenance	Maintenance
WC 936	Paving	Maintenance
WC 950	Property Services	Maintenance

## **Rain Season Preparation**

Procedures will be set in motion each year in an effort to prepare Laguna Woods Village for the upcoming rain season. The City of Laguna Woods Municipal Code defines the rain season from October 15 until April 15. Therefore the preparations will be done in September and early October. At Staff meetings prior to the rain season, Department Managers and/or Supervisors shall remind Staff of rain season preparation and safety policies that need to be upheld during a rain event. Below is the Statement of Procedures for each Division that summarizes the efforts that shall be taken for rain season preparation.

### **Security Division**

Security Staff will monitor the carports and trash enclosures near the high priority locations for trash and debris. The date and time of the carport and trash enclosure inspections will be documented in the Security Dispatch Log. If excess debris is located in the trash enclosure, a work ticket will be submitted through WC 950 for the trash enclosure to be cleaned. If there are unauthorized loose items stored in any carport, Security shall:

- Post a NOV in the carport of question. The NOV will require the Member to remove the unauthorized contents within 7 days.
- Prepare a subject report and forward to WC 240, if the Member fails to comply with the NOV, then:
  - WC 240 will send a letter to the Member and give them a specific number of days to comply.
  - If the Member fails to comply, WC 240 will schedule them before the appropriate Board for member disciplinary action.

### **Landscape Division**

WC 540 shall check and clear all landscape area drains and atrium weep hole outlets, logging the date of the check, repairs needed and when repairs are in effect (see Appendix B for Landscape Drain Inspection Log). WC 530 will clear concrete V-drains and submit a work ticket to WC 950 to coordinate repairs, if required. Pallets of sandbags are placed in key locations within the Community to accommodate emergency requests for small numbers of bags. Additional pallets of sandbags and plastic will be placed in close proximity to high priority locations. Materials such as polyethylene plastic (Visqueen), extra empty sandbags, slope retention materials and fencing for debris screens are stocked (see Appendix A for Material Storage Locations). Emergency equipment such as trash pumps are checked for operational readiness and secured for quick access.

WC 530 shall dedicate time to general clean-up such as leaf and debris removal to decrease the chance of drains becoming blocked during rains. Below are mulching guidelines for Landscape Staff:

- Mulch shall not be applied to the shrub beds in high priority locations prior to the rain season.
- At no time shall the amount of existing mulch in shrub beds adjacent to high priority locations exceed 1-inch.

The Landscape Manager shall coordinate updating the Plan prior to the rain season. An updated Plan shall be distributed each year to all relevant parties that reflects all changes.

### Maintenance Division

WC 936 shall clear all catch basins and drains in the streets and cul-de-sacs, logging the date of the check, repairs needed and when repairs are in effect (see Appendix B for Catch Basin Inspection Log). The flood wall gate tracks at the intersection of Calle Aragon and Avenida Majorca and between the El Toro tunnel and Via Mariposa shall be cleared of any debris and checked for ease of functionality. The flood wall gates at Via Mariposa East near the El Toro tunnel shall also be inspected of any debris and checked for ease of functionality. A work ticket is submitted through WC 950 if any repairs are required for the flood wall gates.

WC 936 shall coordinate the building gutter cleaning program. All debris shall be cleared and the gutters shall be rinsed to check if the downspouts are flowing.

WC 936 Supervisor shall log all rain season preparations in the WC 936 Rain Season Preparation Checklist (see Appendix B).

WC 950 shall enter work tickets as requested for the rain season preparation. The work tickets will be assigned and coordinated to get the work complete.

### **Rain Season**

During the rain season high priority locations will be monitored by Staff. The Laguna Woods Municipal Code defines the rain season from October 15 until April 15. Outlined are four courses of action during the rain season:

- No Rain Forecasted
- Rain Forecasted
- Severe Storm Forecasted
- Post Rain Event Clean-Up

During the rain season, the weather will be monitored daily by the contracted weather and hydrology monitoring service, California Weather & Earth (Weather Monitoring Consultant, WMC). Vendor notification as specified below, will guide Staff on the procedures of the Plan to follow:

- **Initial Notice:** The WMC shall notify Corporation identified personnel via email and/or fax five (5) days in advance when weather parameters are identified on model guidance revealing that potential strong storms are showing severe attributes for at least two model runs. Contact will be in the form of a written briefing in paragraph format describing storm system, intensity, direction, and estimated time of arrival and potential for flooding resulting from rainfall amounts depicted.

- 72 hour Notice: The WMC shall provide a 72 hour daily site specific storm event/flood forecast to Corporation identified personnel via email and/or fax in the form of a .pdf/rtf file giving a 72 hour breakdown of weather, rain intensities, wind, hourly rainfall totals, and potential for flooding in an easy-to-read profile format.
- 12 hour Notice: The WMC will provide radar and satellite monitoring within twelve (12) hours of the estimated time of arrival of the storm system. During the first six (6) hours the WMC will provide email and/or telephone updates to Corporation identified personnel on an hourly basis indicating the current weather parameters and changing conditions (if any). Should weather parameters suddenly change, the WMC will also send a notification.
- 6 hour Notice: The WMC will provide continuous monitoring of developing/ approaching storm system during the final six (6) hours to ground fall and will immediately advise Corporation identified personnel via email and/or telephone when radar depicts heavy rainfall and subsequent flooding.

### **No Rain Forecasted**

During the rain season, Staff will monitor the preparation efforts taken prior to the rain season. At Staff meetings prior to the rain season, Department Managers and/or Supervisors shall remind Staff of rain season preparation and safety policies that need to be upheld during a rain event. Below is the Statement of Procedures for each Division that summarizes the efforts that shall be taken during the rain season when no rain is forecasted:

#### Security Division

Security Staff will continue to monitor the carports and trash enclosures near the high priority locations for debris. The date and time of the carport and trash enclosure inspections will be documented in the Security Dispatch Log. If excess debris is located in the trash enclosure a work ticket will be submitted through WC 950 for the trash enclosure to be cleaned. If there is unauthorized loose items stored in any carport, Security shall:

- Post a NOV in the carport of question. The NOV will require the Member to remove the contents within 7 days.
- Prepare a subject report and forward to WC 240, if the member fails to comply with the NOV, then:
  - WC 240 will send a letter to the member and give them a specific number of days to comply.
  - If the member fails to comply, WC 240 will schedule them before the appropriate Board for member disciplinary action.

#### Landscape Division

Landscape area drains adjacent to high priority locations will be monitored by WC 540. The inventory of materials such as polyethylene plastic (Visqueen), filled sand bags, extra empty sandbags, slope retention materials and drain screens will be monitored (see Appendix A for Material Storage Locations).

WC 530 will continue general clean-up such as leaf and debris removal to decrease the chance of drains becoming blocked during rains. Below are mulching guidelines for Landscape Staff:

- Mulch shall not be applied to the shrub beds in high priority locations during the rain season.
- At no time shall the amount of existing mulch in shrub beds adjacent to high priority locations exceed 1-inch.

#### Maintenance Division

WC950 shall enter work tickets as requested and the work tickets will be assigned and coordinated to get the work completed.

#### **Rain Forecasted**

A rain forecasted event is determined by the WMC. During the initial notice, the WMC will indicate the potential for flooding resulting from rainfall amounts depicted. Absent any forecast information provided by the WMC advising Staff of potential strong storms showing severe attributes, additional Staff will not be kept onsite after hours. Below is the Statement of Procedures for each Division that summarizes the efforts that shall be taken during the rain season when rain is forecasted that does not indicate potential for flooding:

#### Security Division

The El Toro tunnel gates shall be closed and locked at the beginning of a rain event to stop traffic through the tunnel. The gates shall not be opened until the rain event passes and water flow has subsided in the tunnel.

Security will respond to emergency and life/safety situations first then respond to other calls on a first come first served basis. Security will monitor high priority locations, when feasible, within the Community during a forecasted rain event. If necessary, Security will notify other departments to respond to rain-related events as needed.

#### Landscape Division

During a rain event, WC 540 will monitor the drains near high priority locations (see Appendix A for the Location Maps). Drain screens shall be installed where needed. Newspaper recycling bins will be moved or secured, if possible, to reduce the chance of the bins tipping over. Debris, including any material that might reasonably appear capable of blocking or impeding water runoff from flowing through the drain grates such as large leaves, papers,

card board, limbs, carpeting, plastic bags, etc, neighboring the drains shall be proactively removed. Landscape Staff shall come prepared with flood mitigation tools that may be required.

Landscape Staff shall respond to Security reports of clogged or overwhelmed drains, calls of requests for sandbags, downed limbs, backed up rain gutters or as situations may require, such as damage to landscape requiring installation of polyethylene plastic (Visqueen), etc.

#### Maintenance Division

Before the first rain event WC 936 will perform the following:

- Open the gates at the upper and lower Aliso Creek
- Open the gates on the north end of the golf course at Ridge Route
- Verify all three control valves on the north side of Calle Aragon at Gate 3 are open.

The above items shall remain in effect until the end of the rain season.

WC 936 shall close the flood gates at the start of rain at the following locations:

- Flood gates around Avenida Majorca and Calle Aragon.
- Flood gates between the El Toro Tunnel and Via Mariposa.

Once the flood gates have been closed, they are not to be opened until the rain event passes. After the event passes and the rain has stopped, the flood gates will be reopened. The street sweeper will check high priority locations and clear debris as required. WC 936 shall respond to emergency requests as required.

WC 950 shall enter work tickets as requested during a rain event. The work tickets will be assigned and coordinated to the appropriate Staff.

#### **Severe Storm Forecasted**

A severe storm forecast is determined by the WMC. The Landscape Manager will be the Storm Event Coordinator, SEC, in the event of a severe storm. The SEC shall notify relevant Department Managers and Division Directors that a severe storm is forecasted and that the Plan is in effect. It is generally understood that weather forecasts cannot be considered wholly accurate and dependable, however, the SEC shall try to convey as much information about the storm that is anticipated, as reported by the WMC.

Following notification of forecast information provided by the WMC advising Staff of potential strong storms showing severe attributes warranting storm shelter, Staff shall follow the procedures outlined in the Storm Shelter Policy (see Appendix C, Storm Shelter Policy).

**At no time shall Staff enter an area that is flooded.**

Below is the Statement of Procedures for each Division that summarizes the efforts that shall be taken during the rain season when a severe storm is forecasted:

Security Division

The El Toro tunnel gates shall be closed and locked at the beginning of a rain event to stop traffic through the tunnel. The gates shall not be opened until the rain event passes and water flow has subsided in the tunnel.

Security will respond to emergency and life/safety situations first then respond to other calls on a first come first served basis. Security will monitor high priority locations, when feasible within the Community during a forecasted rain event. If necessary, Security will notify other departments to respond to rain related events as needed.

Once notified by the SEC that sandbagging of elevators and recreation rooms has begun, Security will post signage advising that resident access to those areas are being blocked.

In the event of a severe storm that is forecast to occur after hours, the SEC will notify the Division Directors regarding the after hours Staff members that will be on site. Security will monitor the weather after hours utilizing information for the severe storm event as provided by the WMC. Security shall call in more Staff from the Emergency Phone List (see Appendix D) in the event that more staffing is required to respond to an increase in storm-related events or the scope of work requires a different skill to address the emergency at hand.

Landscape Division

The SEC shall evaluate if additional Staff is required during after hours. Prior to the end of the work day, the following response(s) may be implemented or scheduled for after hour coverage:

- Upon notification by the WMC that an intense storm as specified is imminent for our location, appropriate after hour coverage is scheduled to provide a crew(s) to be onsite.
- An email is posted by the SEC to advise Division Directors and key personnel as to how many crews will be scheduled to be onsite after regular work hours and at what times. A reminder is sent of where an inventory of equipment and other resources can be found, should they be required.
- The after hours crews work primarily to keep drains clear in high priority locations (see Appendix A for the Location Maps).
- The after hours crew will keep Security apprised of escalating events that will require calling in additional Staff for coverage.

Below is the Statement of Procedures for Landscape Staff, for regular hours or after hours, during a forecasted severe storm event:



- At the beginning of a rain event, deploy Landscape Staff to monitor the drains near high priority locations (see Appendix A for Location Maps). Debris, including any material that might reasonably appear capable of blocking or impeding water runoff from flowing through the drain grates such as large leaves, papers, card board, limbs, carpeting, plastic bags, etc, neighboring the drains shall be proactively removed. The Landscape Staff shall come prepared with those tools that may be required to remove debris where possible.
- Landscape Staff shall initiate procedures to install sandbags inside the garages at the entry ways of the recreation rooms and elevator shafts at buildings near high priority locations to attempt to minimize structural damage to the interior of those locations. The SEC shall notify Security to post signage advising that resident access to those areas will be blocked. Vehicle access to the garages will not be blocked with sandbags or barricades.
- Post Staff to survey drains and monitor high priority locations.
- Install debris screens at drain inlets where needed.

Landscape Staff shall respond to Security reports to the best of their ability for clogged or overwhelmed drains, calls from requests for sandbags, downed limbs, backed up rain gutters or as situations may require, such as damage to landscape requiring installation of polyethylene plastic (Visqueen), etc.

The SEC shall notify other Departments as necessary to assist during a severe rain event.

#### Maintenance Division

WC 936 shall close the flood gates at the start of rain at the following locations:

- Flood gates around Avenida Majorca and Calle Aragon.
- Flood gates between the El Toro Tunnel and Via Mariposa.

Once the flood gates have been closed, they are not to be opened until the rain event passes. After the event passes and the rain has stopped, the flood gates will be reopened. The street sweeper will check high priority locations and clear debris as required. WC 936 shall respond to emergency requests as required.

WC 950 shall enter work tickets as requested during a rain event. The work tickets will be assigned and coordinated to the appropriate Staff.

*Note: It is understood that even when all Departments are fully staffed and on site, the intensity and/or duration of a rain event can overwhelm the existing infrastructure and that any after hour response is an attempt to provide a reasonably appropriate response during most events. At no time shall Staff enter an area that is flooded. Staff shall follow the Storm Shelter Policy outlined in Appendix C.*

### **Post Rain Event Clean-up**

After a rain or storm event, Staff will perform clean-up to the affected areas. Below is the Statement of Procedures for each Division summarizing the efforts that shall be taken during the post rain or storm event clean-up:

#### Security Division

Security Staff will continue to monitor the carports and trash enclosures near the high priority locations for debris. The date and time of the carport and trash enclosure inspections will be documented in the Security Dispatch Log. If excess debris is located in the trash enclosure a work ticket will be submitted through WC 950 for the trash enclosure to be cleaned. If there is unauthorized loose items stored in any carport, Security shall:

- Post a NOV in the carport of question. The NOV will require the Member to remove the contents within 7 days.
- Prepare a subject report and forward to WC 240, if the member fails to comply with the NOV, then:
  - WC 240 will send a letter to the member and give them a specific number of days to comply.
  - If the member fails to comply, WC 240 will schedule them before the appropriate Board for member disciplinary action.

As Security Staff is patrolling the Community, any areas that received rain damage or that require post storm clean-up shall be reported to WC 950.

#### Landscape Division

Landscape area drains adjacent to high priority locations will be cleared by WC 540. The inventory of materials such as polyethylene plastic (Visqueen), filled sand bags, extra empty sandbags, slope retention materials and drain screens will be restocked as necessary.

Landscape Staff shall remove sandbags or polyethylene plastic (Visqueen) that was put up as a result of the severe storm event where appropriate. WC 530 will perform general clean-up such as removing downed limbs, leaves and debris as post storm clean-up. Any tree maintenance or large limbs requiring extra assistance shall be reported to WC 570.

#### Maintenance Division

WC 936 shall assist with the post rain event clean-up as requested. This could include removing sandbags, street sweeping or clearing catch basins as required. WC 936 shall respond to clogged gutters discovered after a rain event. At the end of the rain season WC 936 will perform the following:

- Close the gates at the upper and lower Aliso Creek

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- Close the gates on the north end of the golf course at Ridge Route

WC 950 shall enter work tickets as requested during the post rain event clean-up. The work tickets will be assigned to and coordinated with the appropriate Staff.

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