



UNITED LAGUNA WOODS  
MUTUAL

**OPEN MEETING**

**MINUTES OF THE SPECIAL MEETING OF UNITED LAGUNA  
WOODS MUTUAL BOARD OF DIRECTORS, A CALIFORNIA  
NON-PROFIT MUTUAL BENEFIT CORPORATION**

**NOTICE AND AGENDA**

Tuesday, June 25, 2019 – 2:00 p.m.  
Laguna Woods Village Community Center Sycamore Room  
24351 El Toro Road

**The purpose of this meeting is to discuss and consider changes to the Handyman Program.**

Directors Present: Juanita Skillman, Carl Randazzo, Cash Achrekar, Gary Morrison, Maggie Blackwell, Sue Margolis, Elsie Addington, Andre Tornig, Manuel Armendariz (arrived late, attended 30 minutes) and Reza Bastani (arrived late)

Directors Absent: None

Staff Present: Jeff Parker, CEO, Siobhan Foster, COO, Betty Parker, Ernesto Munoz, Chris Naylor and Cheryl Silva

Others Present: Ron Beldner (VMS)

1. Call Meeting to Order/Establish Quorum – Juanita Skillman, Chair

President Juanita Skillman called the meeting to order at 2:00 p.m. and established that a quorum was present

2. Approval of the Agenda

Director Achrekar moved to approve the agenda. Director Randazzo seconded. The motion passed unanimously.

3. Discuss and Consider the Handyman Program Options

Director Randazzo summarized the Information Review of the Handyman Program to determine a path forward.

The Board discussed and considered the Handyman Program.

#### 4. Directors' Comments

Director Blackwell said some Members make many appointments to use Handyman help for renovations.

Director Achrekar said we are not meeting the minimum requirement to sustain the program and suggested contracting outside companies for these services.

Director Torng asked for data on the handyman program that includes what services Members are using, cost and hours. He asked about other similar programs that are working.

Director Armendariz was against continuing the program.

Director Morrison said the program was not set up as a shared cost program. It needs to be ended.

Director Liberatore needed more information. He suggested the Board set up an Ad Hoc Committee to provide more information.

Director Addington spoke in favor of revising the current program.

Director Margolis said the program should be eliminated and we should go back to using Chargeable Services.

Director Bastani said the program should be eliminated and re-evaluated. Restart when ready.

Members discussed topics including:

- Carol appreciated the Handyman Program.
- Nancy favored the program and would like to see it revised instead of discontinued.
- Barbara Copley was against continuing. Too costly.
- Bevan Strom said revise the program instead of discontinuing. Asked why this program is losing money when other programs are able to generate revenue.
- Ron Beldner was in favor of a chargeable hourly rate program. Handyman Program is unaffordable.

Ernesto Munoz, Director of Maintenance and Construction, commented that abusers filled schedules quickly, so other participation dwindled due to unavailability of appointments. In Walnut Creek appointments declined rapidly after a few months. Among the options needed to continue, either a high subsidy or greatly increased participation fees. An alternative could be the Third Mutual chargeable services program with additional services added.

Ernesto Munoz and CEO Jeff Parker answered questions from the Board.

Director Armendariz left the meeting at 2:53 p.m.

Director Randazzo made a motion to cancel the Handyman Program and give a prorated refund to Members that have enrolled. Director Blackwell seconded the motion.

Discussion ensued among the Directors.  
Several Members spoke in favor of continuing the program.  
Director Margolis called for the question.  
Director Liberatore called point of order.

President Skillman called for the vote and the motion passed by vote of 9-1-0 (Director Liberatore opposed).

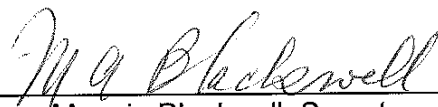
Director Achrekar made a motion to task the Maintenance & Construction Committee to investigate Chargeable Services and return with a modified program to be presented to the Board. The motion was seconded by Director Randazzo and passed by a vote of 6-4-0 (Directors Morrison, Liberatore, Addington and Margolis opposed).

Director Comments:

- Director Randazzo, Achrekar and Torng thanked the Board for their participation in this matter.
- Director Blackwell and Addington commented that they would like to see an expansion of the chargeable services program for United Mutual.
- Director Liberatore disagrees with canceling the program.
- Director Morrison thinks the Handyman Program should be canceled.

5. Adjournment

President Skillman adjourned the meeting at 3:31 p.m.



---

Maggie Blackwell, Secretary of the Board  
United Mutual Laguna Woods