



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

**Tuesday, March 9, 2021, 9:30 a.m.  
Open Session, Virtual Meeting  
24351 El Toro Road, Laguna Woods, California**

---

Directors Present: Sue Margolis, Carl Randazzo, Cash Achrekar, Andre Torng, Elsie Addington, Manuel Armendariz, Reza Bastani, Brian Gilmore, Neda Ardani, Diane Casey, Azar Asgari

Directors Absent: None

Staff Present: Jeff Parker, CEO; Siobhan Foster, COO; Robbi Doncost, Eileen Paulin, Grant Schultz and Cheryl Silva

Others Present: VMS: Juanita Skillman, Norman Kahn

**1. Call Meeting to Order/Establish Quorum**

President Margolis called the meeting to order at 9:30 a.m. and acknowledged that a quorum was present.

**2. Acknowledge Media**

The Village Television Camera Crew, by way of remote cameras, was acknowledged as present. The virtual meeting was recorded.

**3. Approval of Agenda**

Hearing no changes, the agenda was approved without objection.

**4. Approval of Minutes**

a. February 9, 2021 – Regular Open Meeting

Hearing no changes, the minutes of February 9, 2021, was approved without objection.

**5. Report of the Chair**

President Margolis shared her experience on rewarding good behavior. It is important to be positive and raise the moral of our employees. Most of our resident have received their vaccines through the partnership with MemorialCare. Let's look forward to making this a good spring.

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page 2 of 12

## **6. Open Forum**

Eileen Paulin read the member comments received.

Members made comments regarding the following:

- A Member commented that the information on Next Door is not based on facts and supports the Social Media Policy.
- A Member commented she supports the Social Media Policy to keep information accurate.
- A Member asked that recycling bins for plastic bags be placed throughout the Village to make recycling easier for residents.
- A Member spoke about a letter she received from the Compliance Department about the number of potted plants she has in front of her manor.
- A Member would like to see more communication between the Board and Residents.
- A Members spoke against the Social Media Policy because Next Door is how residents communicate with each other.
- A Members asked why the Board drafted a Social Media Policy.
- A Member commented that more information needs to be given to the residents about how to use Zoom.

## **7. Responses to Open Forum Speakers**

Director Achrekar reviewed responses to member comments from the last board meeting. Residents should call resident services to have foliage droppings cleaned up in the carports. The Compliance Department is investigating the complaint about noise.

- President Margolis asked Jeff Parker-CEO to look into the potted plants and recycling bins request.
- Eileen Paulin commented that information on how to use Zoom is available on the Laguna Woods Village website under News/What's Up with the Village.
- Director Tornig commented about how residents receive information.
- Director Addington commented that resident in question from one of the member comments about a resident who was creating noise, has moved.
- Director Asgari commented about information in the Breeze Magazine.
- Director Bastani asked about Zoom controls.
- Director Randazzo commented that the information is available on the website.

## **8. Update from VMS – Norman Kahn**

VMS Director Kahn gave a report from the VMS Board. Village remains a challenge to fill positions. The board member training will continue. Over 8,000 residents have been vaccinated. The VMS Board is advocating opening more areas when the state and county guidelines allow us to operate safely. Great progress has been made to reduce the wait time in the Manor Alterations Department.

Director Kahn answered questions from the board.

## **9. CEO Report**

CEO Jeff Parker and COO Siobhan Foster reported on the following subjects:

- According to the Orange County Health Care Agency (OCHCA), there has been

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page 3 of 12

a steady decline in COVID-19 cases. There are 247,372 confirmed COVID-19 cases in Orange County—232 cases reported today. The City of Laguna Woods reports 399 confirmed cases. The seven-day testing positivity rate in Orange County is 3.9%. The State of California has vaccinated 10,003,942 individuals so far.

- Doubles Play for Pickleball, Paddle Tennis will resume in early April.
- Residents have received their second dose of the COVID-19 vaccine. Second dose vaccination distributions will be administered by MemorialCare at Clubhouse 7 on the weekends. Residents that did not get the first vaccine can contact the County and RiteAid to register for the first vaccine. Residents scheduled to receive their second-dose vaccine will be notified of their appointment via the CodeRED notification system and MemorialCare's appointment alert system.
- Facilities will begin to reopen once the county moves into the orange category. Outdoor activities and meeting with staff on an appointment basis, can begin once the county moves to the red category.
- New Resident Orientation will be virtual to become familiar with the Village operating rules, must RSVP by emailing Rebecca Jackson. To attend a New Resident Orientation please RSVP via email to [becky.jackson@vmsinc.org](mailto:becky.jackson@vmsinc.org). United New Resident Orientation will take place on Wednesday, March 10, 2021 at 4:30 p.m. Third New Resident Orientation will take place on Friday, March 19, 2021 at 9 a.m.
- Arizona Pipeline is working with Southern California Edison to update equipment at five locations around the village.
- Pool 1 Boiler Replacement Underway.
- Spring carport cleaning begins on March 23<sup>rd</sup>.
- Village Trash, Recycling and Bulky-Item Pickup on the third Saturday of every month.

Jeff Parker-CEO and Siobhan Foster-COO answered questions from the board.

## 10. Consent Calendar

### 10a. RECOMMENDATION FROM THE UNITED ARCHITECTURAL CONTROL AND STANDARDS COMMITTEE:

- (1) Approve Variance Request to Retain Stair Lift on Common Area Staircase (61Q, Cadiz, 6A, Gothard)

#### **RESOLUTION 01-21-14** **VARIANCE REQUEST**

**WHEREAS**, Mrs. Patricia Gothard of 61-Q Calle Cadiz, a Cadiz style unit, is requesting Board approval of a variance to retain a stair lift on the entry staircase; and,

**WHEREAS**, a Neighborhood Awareness Notice was sent to Owners of affected units on February 8, 2021, notifying them that an application to make an

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page 4 of 12

alteration to a neighboring unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on February 18, 2021.

**NOW THEREFORE BE IT RESOLVED**, on March 9, 2021, the Board of Directors hereby approves the request to retain a stair lift on the entry staircase;

**RESOLVED FURTHER**, all costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member Owner at 61-Q Calle Cadiz and all future Mutual members at 61-Q Calle Cadiz;

**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.

(2) Approve Variance Request for Loft Extension (188-B, Seville, 5, Torng)

**RESOLUTION 01-21-15**  
**VARIANCE REQUEST**

**WHEREAS**, Mr. Andre Torng of 188-B Avenida Majorca, a Seville style unit, is requesting Board approval of a variance to construct a loft extension; and,

**WHEREAS**, a Neighborhood Awareness Notice was sent to Owners of affected units on February 8, 2021, notifying them that an application to make an alteration to a neighboring unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on February 18, 2021.

**NOW THEREFORE BE IT RESOLVED**, on March 9, 2021, the Board of Directors hereby approves the request to construct a loft extension;

**RESOLVED FURTHER**, all costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member Owner at 188-B Avenida Majorca and all future Mutual members at 188-B Avenida Majorca;

**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.

**10b. RECOMMENDATION FROM THE UNITED LANDSCAPE COMMITTEE:**

- (1) Recommendation to Approve Tree Removal Request: 533-G Via Estrada (Kim)
  - One Hollywood Juniper tree

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page 5 of 12

**RESOLUTION 01-21-16**  
**APPROVE REMOVAL**  
**OF ONE HOLLYWOOD JUNIPER**  
**AT 533-G VIA ESTRADA**

**WHEREAS**, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

**WHEREAS**, on February 11, 2021, the Landscape Committee reviewed a request to remove one Hollywood Juniper tree from the Member at 533-G, who cited the reasons as structural damage, litter/debris, and overgrowth, and;

**WHEREAS**, the Committee determined that the tree meets the guidelines established in Resolution 01-13-17, and thereby recommends approving the request for the removal of one Hollywood Juniper tree located at 533-G Via Estrada.

**NOW THEREFORE BE IT RESOLVED**, March 9, 2021, the Board of Directors approves the request for the removal of one Hollywood Juniper tree;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

- (2) Recommendation to Approve Tree Removal Request: 2030-A Avenida Castilla (Grant) – One Weeping Fig tree

**RESOLUTION 01-21-17**  
**APPROVE REMOVAL**  
**OF ONE WEEPING FIG TREE**  
**AT 2030-A VIA MARIPOSA E.**

**WHEREAS**, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page 6 of 12

- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

**WHEREAS**, on February 11, 2021, the Landscape Committee reviewed a request to remove one Weeping Fig tree from the Member at 2030-A, who cited the reasons as structural damage and overgrowth, and;

**WHEREAS**, the Committee determined that the tree meets the guidelines established in Resolution 01-13-17, and thereby recommends approving the request for the removal of one Weeping Fig tree located at 2030-A Via Mariposa E.

**NOW THEREFORE BE IT RESOLVED**, March 9, 2021, the Board of Directors approves the request for the removal of one Weeping Fig tree;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

**10c. RECOMMENDATION FROM THE UNITED FINANCE COMMITTEE:**

- (1) Approve a Resolution for Recording of Lien against Member ID# 947-436-29

**RESOLUTION 01-21-18**  
**RECORDING OF A LIEN**

**WHEREAS**, Member ID 947-436-29; is currently delinquent to United Laguna Woods 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**, March 9, 2021, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-436-29 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.

- (2) Approve a Resolution for Recording of Lien against Member ID# 947-375-12

**RESOLUTION 01-21-19**  
**RECORDING OF A LIEN**

**WHEREAS**, Member ID 947-375-12; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page 7 of 12

**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**, March 9, 2021, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-375-12 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.

(3) Approve a Resolution for Recording of Lien against Member ID# 947-370-51

**RESOLUTION 01-21-20**  
**RECORDING OF A LIEN**

**WHEREAS**, Member ID 947-370-51; is currently delinquent to United Laguna Woods 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**, March 9, 2021, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-370-51 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.

(4) Approve a Resolution for Recording of Lien against Member ID# 947-424-56

**RESOLUTION 01-21-21**  
**RECORDING OF A LIEN**

**WHEREAS**, Member ID 947-424-56; is currently delinquent to United Laguna Woods 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**, March 9, 2021, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-424-56 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.

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page 8 of 12

(5) Approve a Resolution for Recording of Lien against Member ID# 947-380-59

**RESOLUTION 01-21-22**  
**RECORDING OF A LIEN**

**WHEREAS**, Member ID 947-380-59; is currently delinquent to United Laguna Woods 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**, March 9, 2021, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-380-59 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.

**10d.** Accept the Review of the United Sub-Leasing and Transfer of Trust Documents Approved in February, 2021 and such review is hereby ratified

Director Torng made a motion to approve the Consent Calendar. Director Randazzo seconded the motion.

Discussion ensued among the directors.

President Margolis called for the vote and the Consent Calendar was approved without objection.

**11. Unfinished Business**

**11a.** Consistent with its statutory obligations under Civil Code §5501, a subcommittee of the Board consisting of the Treasurer and at least one other board member reviewed the United Laguna Woods Mutual preliminary financials for the month of November 2020, December 2020, and January 2021; such review is hereby ratified.

Director Asgari commented that she reviewed the financials for the months of November 2020, December 2020 and these months could not be ratified. Director Asgari made a motion, seconded by Director Randazzo, to approve the review of the financials for the month of January 2021.

President Margolis called for the vote to ratify the review of the financial for the month of January 2021 and the motion passed by a vote of 10-1-0 (Director Armendariz opposed)



United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page 9 of 12

**11b. Entertain a Motion to Approve a Village Permit-less Manor Alterations Pilot Run**

**RESOLUTION 01-21-13**  
**SIX-MONTH VARIANCE MORATORIUM**

**WHEREAS**, the Architectural Controls and Standard Committee recognizes Manor Alterations (a division of VMS, Inc. which represents the United Laguna Woods Mutual), is obligated to process variance requests to the United ACSC Committee for review and potential approval; and

**WHEREAS**, the purpose of the temporary Variance Moratorium is to allow sufficient relief to Manor Alterations to train new staff and better manage the current shareholder permit applications currently submitted to Manor Alterations; and

**WHEREAS**, this resolution would expire six (6) months after Board approval;

**NOW THEREFORE, BE IT RESOLVED**, on **February 9**, 2021, the Board of Directors hereby authorizes moratorium on all variance requests, effective **April 9, 2021** and for a six (6) month time period;

**RESOLVED FURTHER**, that Manor Alterations will inform manor owners, as they inquire to the potential of a variance request, of the temporary hold on variances and the pending expiration date of this Moratorium.

**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 Gilmore made a motion to delay the effective date to April 9, 2021. Director Randazzo seconded the motion.

Discussion ensued among the directors.

President Margolis called for the vote of the motion to change the effective date to April 9, 2021 passed by a vote of 7-1-3 (Director Armendariz opposed; Directors Achrekar, Ardani, Asgari abstained).

**12. New Business -- none**

**13. Committee Reports**

**13a.** Report of the Finance Committee / Financial Report – Director Asgari showed a presentation on the Treasurer’s Report and reviewed the resale and lease reports. The committee met on February 23, 2021; next meeting will be March 30, 2021, 1:30 p.m. as a virtual meeting.

**13b.** Report of the Architectural Control and Standards Committee – Director Gilmore. The committee met on February 18, 2021; next meeting March 18, 2021, at 9:30 a.m. as a virtual meeting.

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page **10** of **12**

- 13c.** Report of Member Hearings Committee – Director Achrekar gave a report from Member Hearings. The committee met on February 25, 2021; next meeting March 25, 2021, at 9:00 a.m. as a virtual meeting.
- 13d.** Report of the Governing Documents Review Committee – Director Addington gave a report from the last Committee meeting. The committee met on February 18, 2021; next meeting will be March 18, 2021, 1:30 p.m. as a virtual meeting.
- 13e.** Report of the Landscape Committee – Director Torng gave a report from the last Committee meeting. The committee met on February 11, 2021; next meeting will be March 11, 2021, at 9:30 a.m. as a virtual meeting.
- 13f.** Report of the Maintenance & Construction Committee – Director Randazzo gave a report from the last committee meeting. The committee met on February 24, 2021; next meeting April 28, 2021, at 9:30 a.m. as a virtual meeting.
- 13g.** Report of the Communication Committee – Director Ardani. The next committee meeting TBA.

#### **14. GRF Committee Highlights**

- 14a.** Report of the GRF Finance Committee – Director Asgari gave highlights from the last committee meeting. The committee met in closed session on February 17, 2021; next meeting will be April 21, 2021, 1:30 p.m. as a virtual meeting.
- 14b.** Report of the GRF Strategic Planning Committee – Director Torng gave highlights from the last committee meeting. The committee met on December 30, 2020; the Customer Experience Subcommittee met on February 4, 2021; next meeting March 17, 2021 at 1:30 p.m. as a virtual meeting.
- 14c.** Report of the Community Activities Committee – Director Addington gave highlights from the last committee meeting. The committee met on February 11, 2021; next meeting March 11, 2021, 1:30 p.m. as a virtual meeting.
- 14d.** Report of the GRF Landscape Committee – Director Torng. The committee met on November 30, 2020; next meeting March 10, 2021, at 1:30 p.m. as a virtual meeting.
- 14e.** Report of the GRF Maintenance & Construction Committee – Director Randazzo gave highlights from the last committee meeting. The committee met on February 10, 2021; next meeting will be April 14, 2021, 9:30 a.m. as a virtual meeting.
- (1) Clubhouse 1 Renovation Ad Hoc Committee—Director Randazzo. The committee met on September 2, 2020; next meeting TBA.
- 14f.** Report of the Media and Communications Committee – Director Ardani gave highlights from the last committee meeting. The committee met on February 22, 2021; next meeting will be March 15, 2021, 1:30 p.m. as a virtual meeting.

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page 11 of 12

- 14g. Report of the Mobility and Vehicles Committee – Director Addington gave highlights from the last committee meeting. The committee on February 3, 2021; next meeting will be April 7, 2021, 1:30 p.m. as a virtual meeting.
- 14h. Report of the Security and Community Access Committee – Director Armendariz. The committee met on February 22, 2021; next meeting April 26, 2021, at 1:30 p.m. as a virtual meeting.
- 14i. Report of the Laguna Woods Village Traffic Hearings – Director Ardani. The hearings were held virtually on February 17, 2021; next hearings March 17, 2021, at 9:00 a.m. as a virtual meeting.
- 14j. Report of the Disaster Preparedness Task Force – Director Achrekar. The Task Force met virtually on January 26, 2021; next meeting March 30, 2021, at 9:30 a.m. as a virtual meeting.
- 14k. Report of the Insurance Ad Hoc Committee – Director Achrekar. The Committee met on February 18, 2021; next meeting TBA.

## 15. Future Agenda Items

- 15a. 360 Investigation

## 16. Director's Comments

- Director Armendariz made a comment about property insurance. He asked the directors to review Civil Code §5515.
- Director Torng commented about training for employees. Positive compliments from residents to staff.
- Director Asgari commented about agenda item 15a. 360 Investigation.
- Director Bastani asked about the names of the two insurance broker services.
- Director Achrekar made a comment about electric vehicles that have a smaller battery and he feels the charging fees should be less for smaller vehicles.

**17. Recess** - *At this time the Meeting will recess for lunch and reconvene to Closed Session to discuss the following matters per California Civil Code §4935.*

The meeting recessed at 11:23 a.m. into the Closed Session.

## Summary of Previous Closed Session Meetings per Civil Code Section §4935

*During the February 9, 2021, Regular Closed Session, the Board:*

*Approval of Agenda*

*Approval of the Following Meeting Minutes;*

*(a) January 12, 2021 – Regular Closed Session*

*Discuss Member Disciplinary Matters*

*Discussed Personnel Matters*

*Discuss and Consider Contractual Matters*

*Discussed and Considered Litigation and Legal Matters*

United Laguna Woods Mutual  
Regular Board Meeting  
March 9, 2021  
Page **12** of **12**

**18. Adjourn**

The meeting was adjourned at 3:00 p.m.

DocuSigned by:  
*Neda Ardani*

33AA1B659E4B444...

---

Neda Ardani, Secretary of the Board  
United Laguna Woods Mutual