



**OPEN MEETING**

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

**Friday, June 4, 2021- 9:30 a.m.  
Open Session, Virtual Meeting  
24351 El Toro Road, Laguna Woods, California**

---

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

Directors Absent: Andre Torng, Manuel Armendariz, Cash Achrekar

Staff Present: Jeff Parker, CEO, Ernesto Munoz – Staff Officer, Ian Barnette, Jose Campos, Laurie Chavarria, Steve Hormuth, Darren Kopp, Abel Lucero, Ada Montesinos, Chris Naylor, Richu Saju, Guy West

Others Present: Advisor: Richard Rader, VMS: Juanita Skillman,

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

President Margolis called the meeting to order at 9:36 a.m. and confirmed there is no quorum but meeting will proceed.

**2. Acknowledge Media**

The media was acknowledged virtually and was recorded by Granicus.

**3. Approval of Agenda**

President Margolis asked if anyone had a problem with the agenda, not seeing any hands raised, agenda was confirmed.

**4. Report of Chair**

President Margolis explained that each person is allowed two minutes per slide to ask a question after which microphone will be muted. If speaker then continues to unmute themselves, then that person will be moved to “attendee” versus “participant”

**5. Open Forum (Three Minutes per Speaker)**

No member comments.

United Laguna Woods Mutual  
Regular Board Meeting  
June 4, 2021  
Page 2 of 3

## **6. Department Head Update**

Ernesto Munoz explained that he would be presenting a proposed budget and would like to get feedback from the Board by directors remitting their comments and suggestions in writing to Chair Randazzo to vet the comments and suggestions before they are transmitted to staff and staff can make the changes to the next budget.

## **7a. Review Maintenance Service Levels – 2022 Proposed Business Plan**

### ***Maintenance & Construction***

The Board reviewed the proposed 2022 Maintenance Service Levels and questions were addressed after each slide.

- Director Asgari asked why plumbing services increased 5% to 2021 plan. Ernesto Munoz answered that 3% was due to wage increases. Director Asgari asked what the remaining 2% was due to, Ernesto Munoz confirmed the Finance Team would clarify the fluctuation.
- Director Randazzo asked why Interior Preventative Maintenance increased 7% to 2021 plan, Ernesto Munoz confirmed the Finance Team would clarify the fluctuation.
- President Margolis asked if the price increases for supplies have been considered for 2022 plan, Ernesto Munoz answered that the additional costs were incorporated in some areas but not all to give the market an opportunity to level out to avoid skewing the budget. If prices have not come down by next budget version, increases will be included in subsequent presentations.
- President Margolis would like to know how much phone lines are costing us and believes they should be removed going forward as everyone has a cell phone.

### ***General Services***

- Chris Laugenour mentioned he would like the Board to decide from a service level perspective to add money to increase frequency of re-painting curbs every 5 years (yellow and red zone).
- Chris Laugenour, said he will be working closely with Ernesto Munoz about Gutter Cleaning program to have a strategy for areas that need more attention and potentially do more often.
- Director Randazzo wants to know how Welding M&C is different from General Services to ensure they aren't overlapping services, Chris Laugenour confirmed he will check with Ernesto Munoz and return to the Board with an answer. Jose Campos clarified that Ernesto's team does not staff for Welding, rather outside services are contracted as needed whereas Welding conducted by General Services is fulfilled by in-house labor.

## **7b. Review Maintenance Service Levels – 2022 Proposed Business Plan**

### ***Maintenance & Construction***

United Laguna Woods Mutual  
Regular Board Meeting  
June 4, 2021  
Page 3 of 3

The Board reviewed the proposed 2022 Maintenance Service Levels and questions were addressed after each slide.

- Director Randazzo mentioned that paving for cul de sacs is causing members to have to park up to a quarter mile away and suggested that such projects should only last about 2 weeks. Ernesto answered that “piecemealing” a project would result in added expenses and time for completion, but is aware of the issue and discussing with Guy West about solutions.
- Director Randazzo suggests to take out \$100K from Water Line – Copper Remediation as budget has not been expended in the 3 years he has been here and apply it to Waste Line Remediation or another category.
- Director Addington suggested we drop the appliance reimbursements for residents if they aren’t required by Civil Code and President Sue Margolis suggested emailing the idea to M&C Chair, Director Randazzo to be discussed at the next meeting.
- Jose Campos informed the Board that June 21<sup>st</sup>, 2021 will be the final date to submit changes to get incorporated for next budget version.

#### **General Services**

- Director Randazzo asked for Ernesto Munoz and Chris Laugenour to provide the discussed items in written format to allow the Board to review items and respond in written format.

#### **8. Director’s Comments**

*President Margolis thanked staff for information and presentation.*

#### **9. Adjournment**

The meeting was adjourned at 2:13 p.m.

DocuSigned by:

*Neda Ardani*

32AA1B659E4B444...

---

Neda Ardani, Secretary of the Board  
United Laguna Woods Mutual