



SPECIAL OPEN MEETING

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

**Friday, May 20, 2022- 1:30 p.m.
Board Room/Virtual Meeting
24351 El Toro Road, Laguna Woods, California**

Directors Present: Anthony Liberatore, Pearl Lee, Neda Ardani, Cash Achrekar, Azar Asgari, Diane Casey, Andre Torng, Maggie Blackwell, Lenny Ross, Andre Torng, Reza Bastani

Directors Absent: Pat English

Staff Present: Makayla Schwiertert and Michelle Estrada

Others Present: None

1. Call Meeting to Order/Establish Quorum

President Liberatore called the meeting to order at 1:35 p.m. and acknowledged that a quorum was present.

2. Acknowledge Media

The media was acknowledged as present.

3. Approval of Agenda

President Liberatore declared the agenda approved per Civil Code §4920.

Director Ross requested to add discussion of 173-O Avenida Majorca to the agenda.

President Liberatore denied the request as it is a closed session item.

4. Open Forum (Three Minutes per Speaker)

At this time Members addressed the Board of Directors regarding items not on the agenda

- A member commented that this meeting agenda was not noticed properly.

5. Responses to Open Forum Speakers

- Director Blackwell commented that the purpose of this meeting is to discuss strategic planning.
- Director Asgari commented that she does not understand “HUD” and other items

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noted on agendas.

- Director Bastani commented on the VMS Management Agreement.

Discussion ensued among the board.

6. Unfinished Business – None

7. New Business

a. Discuss Strategic Planning (Oral Discussion)

President Liberatore invited each director to provide their input on strategic planning.

Director Torng suggested that Village Management Services staff needs better customer service training. He stated that the large amount of service request tickets are due to the lack of customer service.

Discussion ensued among the board.

A member commented on the master plan, budget process, strategic planning.

8. Director's Comments

- Director Asgari suggested that each director provide their ideas in written format to one designated director by the end of this weekend. These will then be combined for all to review at an upcoming meeting.
- Directors Torng, Achrekar, Lee, and Ross agreed with Director Asgari's comment.
- Director Casey commented that the meeting went well and agreed with Director Asgari's comment.
- Director Blackwell commented that in her personal experience, she submitted several service request tickets that were to repair issues out of her control. She has submitted tickets for plumbing repairs and to repair her damaged screen door. She encouraged others to not blame staff for the large amount of service request tickets. She would like for each director to submit their written ideas to her and Director Asgari so they can compare notes and combine all of the ideas.
- Director Bastani commented that cats should not be discussed at this meeting.
- Director Torng commented on the importance of communication and strategic planning.
- President Liberatore asked the board to suggest a future meeting date to further discuss their ideas.

9. Future Agenda Items – None

10. Adjourn

The meeting was adjourned at 3:08 p.m.

DocuSigned by:

Neda Ardani

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Neda Ardani, Secretary of the Board
United Laguna Woods Mutual