



UNITED LAGUNA WOODS
MUTUAL

OPEN MEETING

**REGULAR MEETING OF THE UNITED LAGUNA WOODS MUTUAL
LANDSCAPE COMMITTEE**

Thursday, February 11, 2021 – 9:30 A.M.

VIRTUAL MEETING

**Laguna Woods Village Community Center Board Room
24351 El Toro Road**

REPORT

COMMITTEE MEMBERS PRESENT: Chair – Andre Torng, Brian Gilmore, Neda Ardani

COMMITTEE MEMBERS ABSENT:

OTHERS PRESENT:

ADVISORS PRESENT: Theresa Frost, Annie Zipkin

STAFF PRESENT: Kurt Wiemann, Eve Morton

1. Call to Order

Called to order at 9:30 a.m.

2. Acknowledgment of Media

No media were present.

3. Approval of the Agenda

Director Ardani made a motion to approve the agenda. The committee was in unanimous support.

4. Approval of the Meeting Report for December 10, 2020

Director Ardani made a motion to approve the report. The committee was in unanimous support.

5. Chair's Remarks

Chair Torng stated there are issues on the Report from the last meeting but aren't on today's agenda.

Happy Lunar New Year to everyone! A fifteen-day celebration.

Our goal is to keep residents informed through communication and Directors informed through Key Performance Index Reports.

Our landscape is working hard to provide us with services.

We have KPI (Key Performance Index) reports in this meeting to measure how procedures are working. In the future, we would like to have leading KPI reports and trailing KPI reports.

We are starting the budgeting process for 2022. We will review what the budget includes and how the money is spent. The committee can provide better support if it knows what and how money is spent.

6. Department Head Update

Mr. Wiemann stated that the landscape department is fully staffed. This includes eight staff positions contracted out for grounds maintenance who work for Third and United Mutuals in Section 1.

We have only lost about a week so far due to the rain. We are looking into seasonal help but that needs to be worked out with the Union.

Advisor Frost asked about staff Standard Operating Procedures (SOP) training. Mr. Wiemann explained there are internal SOPs for new employees. The mulch yard, nursery, and pesticide section get follow all regulations and are regularly inspected by County officials. He explained processes staff must go through to comply with all rules and regulations. We keep safety and maintenance records on all our equipment. Safety is our priority.

Chair Torng requested updates on what training is being done.

Advisor Zipkin asked if there is horticultural training so landscape is pruned and maintained correctly. Mr. Wiemann stated that staff does maintenance but not manicuring of the landscape. We don't have enough staff for manicured landscaping.

The Landscape Manual is a living document and will be updated periodically. Staff will check that all the resolutions regarding landscaping are updated.

We are working on FAQs which will be posted onto the website to help answer some common resident questions. Chair Torng suggested maybe resident compliments be posted on the website also.

Mr. Wiemann reported that preliminary reports show January was the lowest ticket count of any January in the last few years.

Consent:

None

Reports

7. Project Log

Mr. Wiemann reviewed the project log with the committee and answered some questions.

Chair Torng requested actual vs budget comparison, work schedule, inspection report, and invoice/payment audit report

8. KPI Report: Resident Requests Report (Tickets)

Mr. Wiemann reviewed the report with the committee and answered some questions.

Chair Torng commented on Leading KPIs such as workload, efficiency, and effectiveness related. Chair Torng request these KPIs in the future.

9. KPI Report: Shrub Bed Maintenance Cycles

Mr. Wiemann reviewed the report with the committee and answered some questions.

10. Performance Improvements:

a. Mulching Mowers versus Bagging Mowers

Mr. Wiemann reviewed the report with the committee and answered some questions.

Chair Torng requested a financial analysis including cost/benefit and returns analysis; Mr. Wiemann stated that this is a resident satisfaction issue. Chair Torng stated that he would be able to provide a monetary value.

b. Increasing Service Levels

Mr. Wiemann reviewed the report with the committee and answered some questions.

Chair Torng requested cost/benefit comparison among previous, current, and proposed future levels. Mr. Wiemann stated that this is a resident satisfaction issue. Chair Torng stated that he would be able to provide a monetary value.

11. El Toro Water District Bill (For Informational Purposes Only)

Mr. Wiemann reported that an analysis of the United portion of the water bill will be part of the next meeting.

Items for Discussion and Consideration

12. Landscape Request: 329-D (Zhao) – Potted Plants in Garden

Chair Torng made a motion to table this request and to meet with the Member to discuss some alternatives. Director Ardani seconded. The committee was in unanimous support.

Chair Torng and Mr. Wiemann agreed to visit the residence in-person.

13. Tree Removal Request: 533-G Via Estrada (Kim) – One Hollywood Juniper

Chair Torng made a motion to accept staff's recommendation and approve this request. The committee was in unanimous support.

14. Tree Removal Request: 2030-A Avenida Castilla (Grant) - One Weeping Fig

Chair Torng made a motion to accept staff's recommendation and approve this request. The committee was in unanimous support.

Future Agenda Items

15. Updates Made to United Landscape Manual

16. Landscape Equipment Review

17. Accident Report (if available)

18. Cul-de-sac Landscape Activity Quality Review (Committee)

19. Water Usage Report

Concluding Business:

20. Member Comments (Items Not on the Agenda)

Dick Rader (270-D) *"When we had meetings in the community building, the audience would gradually dwindle as the meeting progressed. This is likely happening with our virtual committee meetings as well.*

I raise this point because, contrary to past practice, the landscape committee has assigned member comments to the last item on its agenda.

Since the landscape chairman's emphasis is on resident services and better communication with residents, it would seem important to move member comments to the first part of the meeting. Otherwise, residents will have to wait to the end of the meeting to hear committee responses to their comments.

There is no other alternative currently than for members to listen to the entire committee meeting.

This is because, to my knowledge, the only meetings that are saved and available for resident retrospective review are board meetings. In contrast, committee meeting recordings are for the benefit of the secretary and once the meeting minutes are completed, the Granicus recording is not saved. This again emphasizes why it would be in the best interest of our residents to move member comments to the beginning of the meeting to insure maximum participation and allow individuals to hear committee responses to their concerns."

Jeri Miller (2030-C) *"Can someone please explain to me why I have mud in front of my house where there used to be grass? All throughout this pandemic, I have seen the landscapers taking care of the golf course even when it was closed. I saw some workers taking care of the golf course on Sunday. I was aware my homeowner's dues supplemented the golf course but am stunned it takes precedent over my residence. I have been trying for 3 years to get some traction on the landscape. I am so tired of*

tracking mud in my home. I would like permission to take care of it myself since the corporation has ignored us. All the neighbors in this area would sign off on us taking care of this area. albeit, the portion of our dues that should be taken off our monthly obligation since we are not getting any service anyway."

21. Response to Member Comments

Chair Torng said he will address Mr. Rader's comment with staff and will take it into account when planning subsequent meetings.

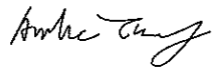
Mr. Wiemann indicated that staff has met with Ms. Miller and let her know that the trees do not allow the turf to grow underneath. Chair Torng stated he will contact this resident.

22. Committee Member Comments

None.

23. Date of Next Meeting – Thursday, March 11, 2021 at 9:30 a.m.

24. Adjournment at 11:40 a.m.



Andre Torng, Chair