



OPEN MEETING

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

Thursday, April 8, 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: Director Armendariz, Siobhan Foster

ADVISORS PRESENT: Theresa Frost, Mike Peters, 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

Chair Torng made a motion that two items be added to the agenda; Workload: KPI Review and Landscape Budget Preparation Overview. Director Ardani made a motion to approve the agenda, with these additions. The committee was in unanimous support.

Some discussion ensued.

4. Approval of the Meeting Report for March 11, 2021

Chair Torng made a motion to approve the report. The committee was in unanimous support.

Chair Torng and Advisor Frost requested the Landscape Department Standard Operating Procedures (SOPs) for Landscape staff as well as horticultural training updates.

Mr. Wiemann reported that there is scheduled training every month. There is one-on-one training when we see staff doing anything incorrectly.

Chair Torng would like to put SOPs onto the website. Mr. Wiemann stated that what is on the website is up to the General Manager.

5. Chair's Remarks

Chair Torng said he is trying to accomplish things this year while he is the committee chair and he only has one year. That is why he asks for a lot of information.

He requested a cost/benefit comparison of all improvements.

He stated there was a lot of money spent on drought tolerant area. What is the benefit? We still have the same maintenance. Mr. Wiemann stated that customer satisfaction is the purpose of any improvements and the drought tolerant areas do save on water use.

Advisor Frost stated that drought tolerant areas are not getting maintained as often as other areas and debris gets into those areas.

Mr. Wiemann said the drought tolerant areas receive the same maintenance frequency as other areas. He stated that, in the past, there were some poor locations chosen for the drought tolerant areas, such as under pine trees.

He stated that they are in the process of putting in an irrigation system into nursery which will free up man hours. He will apply some of those hours to maintaining newly planted drought tolerant areas.

Weeds are more obvious in drought tolerant areas because everything grows very slowly there. While there are some cost savings in water and labor, sometimes the only benefit is nicer looking landscaping.

Advisor Frost asked who is monitoring rules in the landscape manual. Discussion ensued.

6. Department Head Update

None.

a. Project Log

Mr. Wiemann reviewed the Project Log with the committee and answered some questions.

The committee requested to add the contract numbers to the project log.

b. Irrigation Water Usage Report

The committee requested that cost be added to this graph for future meetings.

c. Landscape Staffing Update

Mr. Wiemann said there are no changes to staff.

d. Landscape Website Format Update

Chair Torng said the website can be confusing. Mr. Wiemann stated that he is working on having a dedicated page for the Landscape department.

7. Member Comments (Items not on the agenda)

None.

8. Response to Member Comments

None.

Items for Discussion and Consideration

9. Request to Keep Potted Plants in Common Area (Zhao) – 329-D (Tabled at 2/11/21 meeting and again at 3/11/21 meeting)

Advisor Zipkin reported that she met with the resident. The resident would like to maintain her shrub bed and keep her decorative pots. Ms. Zipkin will help her make the area more visually appealing.

Chair Torng stated that he and Advisor Zipkin will work with the resident to make sure she is following rules about items on common area.

Mr. Wiemann stated that he needs a drawn plan for what area will look like after she make changes and will need to document what she is allowed into a resolution.

Director Armendariz commented to say that she must get the signatures of her neighbors before her plan may be approved.

The committee stated that the resident must confirm her future design and must get neighbors' approval.

There will be a meeting set up to finalize that plans.

This item was tabled until the next meeting.

10. Tree Removal Request: 703-C Calle Aragon (Passehl) - One Bottle Brush tree

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

Budget Preparation

11. Performance Improvement: Increase Service Levels

Mr. Wiemann reviewed this report with the committee and answered questions. Discussion ensued.

Chair Torng moved to recommend to the Board to approve the supplemental allocation of \$267,480 to increase shrub bed maintenance service levels to five cycles. Chair Ardani voted yes. Director Gilmore did not respond. The motion passed.

Quality & Improvements

12. Repeated issue review and discussion

Chair Torng requested the top five issues Members call into Resident Services about regarding landscaping. Mr. Wiemann reported that he will include it in his regular quarterly KPI report for the next meeting.

13. Landscape Equipment Update – New Mowers

Chair Torng stated that he wants to know training planned, the SOPs, etc.

Mr. Wiemann reported that the training budget is used for primarily re-certification.

Chair Torng inquired as to what is done for quality management. Mr. Wiemann said if that is the direction of the Committee, he would add additional funds to the next budget cycle.

Financial

14. Reserve Expenditure Report

Chair Torng asked about how the budget is figured. The majority of landscaping budget is labor. Mr. Wiemann said he looks at total labor hours per task and aligns the budgeted hours with the goals of the department.

Discussion ensued.

Manny thinks it would be helpful to come up analysis of ticket by CDS and task for them to see for budgeting. That would give us a lot of good information.

Mr. Wiemann replied that we did do that analysis and we found out 70% were within 30 days of scheduled maintenance. By going to five cycles, we will end some of those tickets.

For the first quarter of this year, we have 25 percent fewer tickets for same quarter last year.

15. Operating Expenditure Report

The committee was adjourned at 11:45; there was insufficient time to discuss this item or any other remaining items on the agenda.

Future Agenda Items

16. Landscape Equipment Review

17. Shrub Bed Maintenance Cycle Report – Quarterly

18. Pine Tree Removal Project

Concluding Business:

19. Committee Member Comments

20. Date of Next Meeting – Thursday, May 13, 2021 at 9:30 a.m.

21. Adjournment at 11:45 a.m.

Susan Margolis for Andre Torng
Susan Margolis for Andre Torng (Apr 21, 2021 15:28 PDT)

Andre Torng, Chair