



Laguna Woods Village

## RESIDENT HANDBOOK

*Laguna Woods Village is the largest age-restricted, private gated community in the country. The first residents closed escrow on September 10, 1964, and today there are over 18,000 residents in 12,736 manors. As a private, gate-controlled access community that is designated senior housing status under California Civil Code § 51.3, there are both state and federal requirements that must be met in order to maintain that status.*

*This handbook has been prepared as a resource that will assist the new resident transition into the active lifestyle of this community. The information contained in this handbook is not intended to be a complete listing of Mutual rules, regulations, and policies\*.*

*Please also refer to the Traffic Rules & Regulations, Architectural Standards (available for review at the Community Center – Permits & Inspection counter), Landscape Maintenance Manual, and SPI's (available for review at the Community Center – Recreation Office). Annual mailings to Members comply with the Davis-Stirling Common Interest Development Act*

*The Community Center is located at 24351 El Toro Road in Laguna Woods, across the street from Home Depot and next to the Ayres Hotel.*

\*This document was revised on October 6, 2006

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# I. GOVERNANCE AND CORPORATE STRUCTURE

## GOVERNANCE

The governance structure is organized under the California Non Profit Mutual Benefit Corporation Law. There are four such corporations, three of which are housing corporations including United Laguna Hills Mutual, Third Laguna Hills Mutual, and Mutual Fifty; and the fourth, the Golden Rain Foundation is not a housing corporation, but a corporation that manages the shared community facilities. Each owner is a member of their respective housing corporation as well as a member of the Golden Rain Foundation.

Each corporation has its own set of governing documents, filed with the County Recorder and transferred to each member through escrow.

## SENIOR HOUSING DEVELOPMENT

According to California Civil Code § 51.3 in order to reside in a senior housing development at least one occupant must be 55 years of age or older; all other persons who reside must be at least 45 years of age, unless the other occupant is: (1) a spouse or cohabitant and/or registered domestic partner (2) a primary provider of economic or financial support (3) a primary provider of physical health care. **Any person wishing to reside in the community must obtain prior approval from the Board of Directors.**

## UNITED MUTUAL

**UNITED MUTUAL** is stock cooperative housing comprised of 6,323 memberships. Its governing documents include Articles of Incorporation, Bylaws, and an Occupancy Agreement. The Corporation leadership consists of an 11 member Board of Directors, elected by the Members of United Mutual.

United operates and maintains the manors, laundry rooms, carports and common grounds owned by the Corporation. The Corporation also owns the manor interior, including the appliances. Mutual Members who replace their appliances as a non-standard alteration (*see alteration guidelines, Permits & Inspections*) must return the original appliance to the Corporation. Arrangements can be made by calling Property Services at (949) 597-4600.

## UNITED HUD LOANS

The construction of 6,223 United Stock Cooperatives was funded through 22 FHA-guaranteed loans for a 40-year period at a rate of 5.25%. First payments were due 03/01/1965 and the final payment is due 10/01/2009. The monthly loan payment is collected through the monthly carrying charge payment. Mutual Members cannot pre-pay the loan balance due. Following is a list of the loans by Sub-Mutual. The Sub Mutual number is found on the Member's stock certificate as the first part of the Membership Series number. For example, the loan for Membership series "19"-L is sub-mutual "19" and will mature on 11/01/2008.

<b>Sub Mutual</b>	<b>Units</b>	<b>Maturity</b>
1A	152	02/01/2005
1B	218	02/01/2005
2A	276	03/01/2005
2B	372	03/01/2005
3	569	09/01/2005
4	295	08/01/2005
5	188	08/01/2005
6	242	11/01/2005
7	371	12/01/2005
8	370	06/01/2006
9	242	08/01/2006
10	46	10/01/2005
11	344	11/01/2006
12	380	07/01/2007
13	276	06/01/2007
14	278	01/01/2007
15	356	09/01/2007
16	358	12/01/2007
17	100	N/A
18	48	02/01/2007
19	450	11/01/2008
20	196	03/01/2009
21	196	10/01/2009
	6,323	

### **THIRD MUTUAL**

**THIRD MUTUAL** is a condominium housing comprised of 6,102 memberships. Its governing documents include Articles of Incorporation, Bylaws, Covenants, Conditions, and Restrictions (CC&R's). The Corporation leadership consists of an 11 member Board of Directors, elected by the Members of Third Mutual.

All manors built in since 1968 are condominiums. Third Mutual operates and maintains the buildings, laundry rooms, carports and grounds.

### **MUTUAL FIFTY**

**MUTUAL FIFTY** is a condominium association that is comprised of 311 memberships. Its governing documents include Articles of Incorporation, Bylaws, Covenants, Conditions, and Restrictions (CC&R's). The Corporation leadership consists of a 5 member Board of Directors, elected by the Members of Mutual Fifty.

Mutual Fifty consists of two high-rise buildings located inside Gate 10 off of Santa Maria. Dinner is included in the monthly fees. Room service and carry-out lunch are available at an extra cost. Weekly housekeeping is also offered at no extra cost. A monthly calendar includes daily activities, classes, day drips, and concerts. The average age of Mutual Fifty residents is 88, which is about 10 years older than the average age of residents in United and Third.

### **GOLDEN RAIN FOUNDATION**

The purpose of the **GOLDEN RAIN FOUNDATION** is to develop and maintain facilities and services, acting as Trustee of the Golden Rain Foundation of Laguna Hills Trust. This includes recreational facilities, security gates, bus transportation system, Community Center.

There are two classes of Membership in Golden Rain Foundation:

Corporate Members are the Board of Directors of the three housing Mutual Corporations. Corporate Members have voting rights to elect the Golden Rain Foundation Board of Directors.

Mutual Members are the users of the services and facilities, but do not have voting rights to elect the Golden Rain Foundation Board of Directors.

## LEGAL DEFINITIONS OF REAL PROPERTY

**Separate Interest – Condominium:** the “separate interest” is commonly referred to as the air space of the condominium unit. Each member of a condominium owns an undivided interest of the real property.

**Separate Interest – Stock Cooperative:** the “separate interest” is the exclusive right to occupy a portion of the real property, as specified in subdivision, title to which is held by the corporation.

**Common Area** –All areas owned by the Corporation exclusive of the Manors.

**Limited Use Common Area** – portions of the condominium project or planned development that are not within the defined boundaries of a unit or lot, but are intended to be used exclusively by one owner. Examples of Limited Use Common Area are garages, patios, balconies, and carports.

## SHARED COST CONCEPT

Through research of the governing documents pertaining to both the cooperative and condominium housing corporations, which make up the community, the following provisions provide for the shared cost concept:

1. Regarding United Laguna Hills Mutual: The Occupancy Agreements, Article I (a), Article 13 and United By-Laws, Article III, Section 6.
2. Regarding Third Laguna Hills Mutual and Laguna Hills Mutual No. Fifty: The Covenants, Conditions and Restrictions, Article IX, Section 1 (h), and Article VII, Section 1 (h).
3. Regarding Golden Rain Foundation: Amended Trust Agreement dated March 30, 1964, Paragraph 6: Golden Rain costs shall be included in monthly carrying charges on a pro-rata basis to members of respective corporations.

Accordingly, if any material changes are made which differ from the long established shared cost concept, amendments to the governing documents (CC&R's, Occupancy Agreements, Trust Agreement, By-Laws) may be required.

The following Guidelines for the sharing of costs and for the levying and collection of fees reflect the policies and practices, which have developed over the period of our community history to date. Obviously, the Guidelines are subject to change from time to time by future action of the Boards.

Shared costs are costs of operating, maintaining or furnishing facilities or services which all residents use or enjoy, or have the right to use or enjoy. They are costs budgeted as Golden Rain Foundation/Mutual Shared Costs, shared equally throughout the members of the community by manor. The carrying charge paid monthly by each manor ownership reflects an equal portion of these costs.

Similarly, costs of operating, maintaining or furnishing facilities or services within Third, United, and Mutual Fifty, which all members of the respective Mutuals use or enjoy or have the right to use or enjoy, are costs which are similarly shared throughout each respective Mutual and budgeted as Mutual Shared or as Direct Mutual Operating Costs. The carrying charge paid monthly by each manor ownership in each Mutual reflects an equal portion of these costs within the respective Mutual.

In addition, within the respective Mutuals, certain facilities or services are furnished for the use and convenience of a limited group of residents (or of an individual resident). These costs are budgeted in the respective Mutual in addition to the Golden Rain Foundation/Mutual Shared and Direct Mutual Operating Costs. The carrying charges paid monthly by each manor ownership in each of said limited groups of residents of such Mutual reflect the Manor ownership's portion of these costs.

There are exceptions to the shared cost concept that are collected from residents in the form of fees. Such fees include but are not limited to facility room rental fees, clubhouse facility room option fees, non-clubhouse facility fees, non-resident and guest fees, and third party fees. A current list of this information is posted on the community website @ [www.lagunawoodsvillage.com](http://www.lagunawoodsvillage.com).

## BOARD MEETINGS

Residents are encouraged to attend Board and Committee meetings. The Davis-Stirling Common Interest Development Act states that :

*“Any member of the association may attend meetings of the board of directors of the association, except when the board adjourns to executive session to consider litigation, matters relating to the formation of contracts with third parties, member discipline, personnel matters, or to meet with a member, upon the member’s request, regarding the member’s payment of assessments . . .”* (Civ. Code § 1363.05)

Board Meetings are held in the Boardroom of the Community Center, and each meeting is broadcast live through Channel 6. Board and Committee meeting agendas and minutes are posted on the community website at [www.lagunawoodsvillage.com](http://www.lagunawoodsvillage.com) and also at the clubhouse bulletin boards.

GRF	First Tuesday of the month – 9:30 AM
United Mutual	Second Tuesday of the month – 9:30 AM
Third Mutual	Third Tuesday of the month – 9:00 AM

The Mutual Fifty Board of Directors meet on the third Thursday of each month at 10:00 A.M. at Lortscher Hall, Rossmoor Towers. Although these meetings are not broadcast through Channel 6, they are open to all Mutual Fifty Members.

## COMMITTEE MEETINGS

United and Third Mutual committees include finance, maintenance and construction, traffic, landscape, long range planning, and business planning.

GRF committees include finance, maintenance & construction, long range planning, security & community access, transportation, broadband, government and public relations, and community activities.

The community activities committee (CAC) has established the following advisory committees: active facilities, aquatics, clubhouse, computer, continuing education, equestrian, garden center, and golf.

Each committee serves at the pleasure of the Board of Directors and evaluates issues and then recommends action to the Board of Directors. Final decisions are made at the board level.

## **PROFESSIONAL COMMUNITY MANAGEMENT, INC. (PCM)**

Professional Community Management (PCM) is under contract to manage the affairs of each of the four Corporations. PCM's home office is located in Lake Forest, California and over 800 of its on-site employees work exclusively for your community. PCM's on-site administrative offices are located at the Community Center, 24351 El Toro Road, Laguna Woods, California. Business hours are Monday through Friday, between 8:00 AM and 4:30 PM.

PCM has been your management agent since January 1, 1973. More than half of its staff is full-time employees and many of the part-time employees are residents.

## **GENERAL MANAGER'S OFFICE**

The General Manager's office provides a broad array of services and support to the Boards of Directors of all four Corporations. The General Manager oversees all of the PCM divisions and departments by implementing and administering Board policies and programs.

Correspondence directed to the Board of Directors can be mailed to:

[mutual] Board of Directors  
c/o General Manager's Office  
P.O. Box 2220  
Laguna Hills, CA 92654

## II. COMMUNITY CENTER

24351 El Toro Road, Laguna Woods, California 92653

<b>BROADBAND SERVICES (949) 837-2670</b>
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The Golden Rain Foundation (GRF) Broadband Services Division provides cable services to your community as well as the Renaissance at the Regency complex. With over 12,900 subscribers, GRF Broadband Services provides quality cable television services, local origination programming, commercial advertising, and high-speed internet services.

### **CABLE SERVICE**

GRF Broadband Services has its own Customer Service Hotline and Customer Support Desk. **Customers requesting cable service should call: (949) 837-2670. Service Hours are Monday through Friday 8:00 a.m. to 4:30 p.m.**

### **HIGH SPEED INTERNET SERVICE**

West Coast Internet Service is the high speed Internet Service Provider (ISP) for the community. The installation process requires the purchase of a \$50 cable modem, which is delivered on a "credit card on delivery" basis. Every household requesting installation will be required to purchase a modem (no exceptions). Actual installation is free to customers if their computer is located within 12 feet of the existing cable connection inside the manor. If routing requires more than 12 feet, an installation service fee will be billed based on the amount of time required. There is a \$29.95 monthly charged billed to residents directly from West Coast Internet Service. Customers with an "@fea.net" address will be able to maintain their same e-mail address. New users will be assigned a "@lworld.net" address.

Resident can subscribe to High Speed Internet by calling West Coast Internet at (949) 487-3300 or [sales@fea.net](mailto:sales@fea.net).

Technical Support for lworld customers (949) 487-3307

Technical Support for e-mail address: [tech@lworld.net](mailto:tech@lworld.net)

Billing Phone # for lworld customers (949) 487-3302

Billing e-mail address: [billing@lworld.net](mailto:billing@lworld.net)

## **BUS TRANSPORTATION (949) 597- 4659**

The Transportation Department provides free fixed route bus service for all residents and their guests within the community and the immediate surrounding area outside of the gates of the community. Service is provided to the area medical offices, the hospital, the Laguna Hills Mall, the supermarkets, the financial institutions, and the many small businesses surrounding the community.

The fixed route bus service is provided Monday through Sunday from 8:00 a.m. to 6:00 p.m. There is an evening reservation shuttle bus service (B-Bus) available from 6:15 - 11:30 p.m. except on Sunday. Non-ambulatory residents who are unable to use the daily fixed route bus system should contact the Transportation Department for information regarding the **lift-bus reservation service (949) 597-4679**. Bus schedules are available on all buses and in the lobby of the Community Center. In addition, every second Wednesday of the month the volunteer Bus Information Specialists provide an education service pertaining to the Bus schedules at Clubhouse 1 at 2:00 pm.

## **COMMUNITY ACCESS (949) 597-4443**

Gate Passes Gate Entry passes can be obtained at the Community Center building. The Community Access Department issues annual guest passes (up to a maximum of 5 per household), and various type of other passes (i.e. care provider passes, business passes, non-resident owner passes.) These passes do not authorize the holder to reside in the Community. Application forms and additional information can be obtained from the Community Access Department in the Community Center or on the web site.

Vehicle Decals Vehicle Decals for resident entry are issued by the Community Access Department following guidelines established by GRF. Staff is authorized to affix decals to automobiles, golf-carts and motorcycles. Additional information can be obtained by contacting Community Access.

Gate Clearance Residents can arrange guest admittance through the gates by calling the gate nearest to their residence and providing the gate guard with their resident ID number (located on the photo ID card), name, and manor number. Please do not release your resident ID number to anyone other than authorized PCM staff.

To facilitate traffic at the gates, residents who are expecting more than three visitors for a meeting, party or other event should obtain a "Guest Clearance" form from Community Access or the web site. Please return a completed list to the Community Access Department four days prior to the event. Each clearance form should include the name of each guest entering the community. Listing guest names in alphabetical order will allow staff to locate the names on the list more quickly.

Residents are responsible for the conduct of anyone that they authorize through the gate. Please caution your guests about traffic enforcement and encourage them to abide by the traffic rules & regulations.

<b>COMMUNITY SERVICES (949) 597-4360</b>
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**COOPERATION • CONSIDERATION • COURTESY • CONCERN •  
COMPROMISE**

The primary factor in the success of this community is the broad acceptance of the cooperative philosophy, known as the five “Cs”. By voluntarily adhering to these concepts, individual residents will help to promote a mutually tolerant and enjoyable relationship with neighbors that make this community the special place that it is.

The Community Services Department provides assistance to residents with neighbor disturbances and seeks compliance with the governing rules of the community. In addition, this department performs a variety of resident services relating to changes in membership, residency requests, the issuance of photo ID cards, and providing accurate public information.

**COPY / FAX SERVICES (949) 597-4224**

The Central Mail Services Department provides copying, fax and mail services to residents at a nominal charge.

**NEW RESIDENT WELCOME VOLUNTEER PROGRAM (949) 597-4220**

Resident volunteers would like to welcome new residents and offer their assistance helping new residents transition into the community. It is a great opportunity to meet new people and discover common interests. Those wishing to volunteer for this program can contact (949) 597-4220 for more information.

**OCCUPANCY APPLICATIONS (949) 597-4225**

Anyone wishing to reside in the community must obtain approval from the Board of Directors prior to occupancy. Community Services provides assistance with the application process.

**PUBLIC INFORMATION / MEDIA RELATIONS (949) 597-4357**

Community Services makes public information available through GRF website [www.lagunawoodsvillage.com](http://www.lagunawoodsvillage.com), in addition to hosting regular Community Update programs through Channel 6.

***Community Tours** are offered through the Historical Society and reservations are made through Community Services (949) 597-4360.*

**RULES ENFORCEMENT – (949) 597-4360**

Community Services receives written complaints from residents on matters alleging a violation of Mutual rules.

Security Dispatch (949) 580-1400 can be called 24-hours per day in matters that involve an alleged noise nuisance. The City of Laguna Woods ordinance establishes “quiet hours” between 10:00 P.M. and 7:00 A.M., enforceable by the OC Sheriff’s Department.

### **MEDIATION SERVICES**

Community Services receives several complaints that are not rules violations and cannot be enforced by the Corporation Board of Directors. In the case of a neighbor-to-neighbor dispute, Community Services will coordinate a mediation between the disputing parties and a third party mediation service.

### **RESALE / TRANSFER OF TITLE (949) 597-4219**

In addition to processing all resale applications, Community Services assists Members wishing to transfer title of their Membership. United Mutual Members are limited to 1 Membership, except in a short-term buy/sell situation or when two manors have been converted to one living space. Third Mutual Members are limited to 3 Memberships.

### **RESIDENT ID CARDS & LEASING (949) 597-4323**

The Leasing Office issues photo identification cards for all residents of the community Monday through Friday between the hours of 8:00 AM and 4:30 PM.

Members are permitted to lease their homes according to specific rules established by their Mutual Board of Directors. When leasing, this office assists the Member by verifying that age and occupancy restrictions are met before issuing a resident I.D. card. **United Members may lease their homes for up to 6 months during any twelve-month period.** Resident ID cards are for residents only, therefore, non-resident owners must surrender their cards in exchange for a “non-resident owner” pass.

The Leasing Assistant does not act as a property manager and is prohibited from entering into lease negotiations between the lessor and lessee. Please refer to a local real estate office for this service.

<b>INSURANCE (949) 597-4202</b>
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Buildings and manors within the four corporations are insured by a Commercial Property Policy that covers replacement costs for Fire and Extended Coverage including lightning, wind, and other hazards. There is a \$10,000 deductible on the policy. In order to obtain the best pricing and coverage for all community and residential buildings, the policy covers all buildings. All Mutuels and condominiums owners are insured as well as the common property owned by GRF, including the GRF Trust. A letter is sent to each owner or member annually as required by the Davis Stirling Act.

GRF, the GRF Trust, Professional Community Management, Inc., and your Mutual are insured under the Commercial General Liability Policy for \$1,000,000 including an umbrella of Liability Coverage with a limit of \$ 25,000,000. For more details and information, contact the Insurance Department.

**In order to avoid personal financial loss, owners and lessees MUST have insurance for personal property, for your personal liability and to cover the interior of your manor as well as for all additions and alterations that occurred after the original construction.**

**COMMUNITY NEWSPAPER (949) 837-5200**

The *Laguna Woods Globe*, a local newspaper published weekly by the *Orange County Register*. The editor's office is located at the Community Center and its staff reports on meetings, club information, real estate advertisement, and other community-specific news. The cost is \$13 per year and is delivered to the resident-subscriber's door every Thursday morning.

**MANOR PAYMENTS (949) 553-2908**

Coupons for monthly association dues are mailed annually in the form of a coupon booklet and mailed to new owners through escrow, or by way of the Manor Payment Representative at PCM. Payments are made payable to the Golden Rain Foundation and collected through an automatic processing center in Los Angeles, California. Payments are due on the first of each month and delinquent if not received by the 16<sup>TH</sup>. A \$10 late fee will be charged if payments are received after the 16<sup>th</sup> of each month.

**EZ PAY (949) 597-4221**

The EZ-Pay Plan allows the Member to authorize the automatic payment of dues from a designated bank account. Payments are drawn on the 6<sup>th</sup> of each month or first business day after the 6<sup>th</sup>. Signing up for this plan will prevent the Member from incurring late charges, save in mailing costs and eliminate the need to rely on the timing and accuracy of the U.S. postal service. Therefore, this payment method is highly recommended.

Those who wish to use on-line bill payment services through individual banking institutions are advised to request the bank include the manor number on the check and make the monthly check payable to Golden Rain Foundation (GRF), P.O. Box 2220, Laguna Hills, CA 92654-2220. If the bank check is sent without a reference to a manor number, then the staff at PCM will not be able to post the check appropriately, which could lead to Late Charges. Members wishing to utilize on-line bill payment services through individual banking institutions must allow time for mailing and posting of checks.

**PERMITS AND INSPECTIONS (949) 597-4616**

Any Mutual Member contemplating an alteration must contact this department prior to the commencement of any work. The Permits & Inspection Department Staff is prepared to assist the resident by maintaining a list of architectural standards and submitting non-standard variance requests to the Board of Directors for consideration.

Permit fees are calculated to offset the associated costs of the services provided and are levied on a scale proportional to the total cost of the alteration.

In **United Mutual** the Corporation owns all of the real property, therefore, Members are required to contact Permits & Inspections BEFORE making any alteration.

In **Third Mutual**, except for the purpose of proper maintenance and repair, no person shall install, erect, attach, apply, paste, hinge, screw, nail, paint, build or construct, any lighting, shades, screens, awnings, patio covers, decorations, fences, aerials, antennas, radio or television broadcasting or receiving devices, or make any change or otherwise alter whatsoever any dwelling unit without the approval of the Board of Directors.

A contractor list is available at the permits and inspections office.

<b>PROPERTY SERVICES (949) 597-4600</b>
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The Property Services Department receives approximately 150,000 calls for maintenance work requests each year. Work requests are processed for various items of work, including but not limited to: plumbing, electrical, carpentry, painting, landscaping, general maintenance, trash pick up, and name changes on the directories in the Garden Villas. Residents are encouraged to call in non-emergency requests between Tuesday and Thursday to avoid a long waiting period during peak hours.

An emergency is considered to be anything that can cause either physical harm or severe property damage, such as plumbing leaks. Office hours are 8:00 am through 4:30 pm, Monday through Friday. Offices are closed on regularly observed holidays. **After hours emergency calls can be reported to Security Dispatch at (949) 580-1400.**

A Property Services Representative schedules routine maintenance work through a computer entry system. The Property Services Representative will advise the caller/requestor of the first available date for service and whether the work is paid for by the Mutual or available as a chargeable service.

Chargeable Services are maintenance services not included in the monthly dues that can be performed by PCM staff at a cost to the Mutual Member. Chargeable services are provided as a courtesy and are scheduled secondary to maintenance obligations performed for Members through monthly dues. Residents also have the option to hire an outside vendor for maintenance items not included in the monthly dues. The Permits & Inspections Department must be contacted prior to any alteration.

Members who wish to dispute a chargeable services invoice should contact Property Services at (949) 597-4600. The Property Services e-mail address is: [customerservice@pcm-lwv.com](mailto:customerservice@pcm-lwv.com).

## Service Complaint?

Both United Laguna Hills Mutual and Third Laguna Hills Mutual hold monthly Resident Relations meetings. These meetings serve as a forum in which residents can ask questions and present particular concerns on maintenance issues. A Mutual Director attends the meeting along with Property Services Staff. No reservation is required. Meetings are held:

United Mutual – 4<sup>th</sup> Monday between 1:00 and 2:30 PM at the Community Center

Third Mutual - 2<sup>nd</sup> Wednesday between 10:00 and 11:30 AM at the Community Center

<b>RECREATION DIVISION (949) 597-4272</b>
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The Recreation Division is responsible for the planning and execution of a comprehensive and diversified recreation program for all residents. It supervises the operation and maintenance of the recreational facilities and plans and coordinates the activities conducted within the community. The facilities include six clubhouses (one with ten craft shops), five pools and hot tubs, eighteen shuffle board courts, three lawn bowling greens, twelve tennis courts (two are lighted), one 834-seat auditorium/theater, two garden centers, one library, one 27-hole golf course, one par-three golf course, one paddle tennis court, one equestrian center and two fitness centers.

A wide variety of activities offer residents more than 240 clubs and organizations from which to choose as well as, many Recreation sponsored activities/functions such as classes, special Clubhouse dinners and programs, and an annual flea market. In order to keep residents current on community activities, Recreation publishes a comprehensive handbook that includes a description of facilities and activities, applicable fees, and a listing of all clubs and organizations. Also available is a Recreation sponsored class schedule and a monthly clubhouse activity calendar. In addition, Recreation maintains a list of resident entertainers, approved caterers/servers/clean-up people and can offer a host or no host bar for private parties or a club function at one of the GRF facilities.

The Recreation Division coordinates the **EMERITUS INSTITUTE** program, sponsored by Saddleback College, which offers approximately 100 classes during the fall and spring semesters. The classes are open to all residents on a first-come, first-served basis with class registration administered through the college. Saddleback College has an on-site office in Clubhouse 4 and can be reached at (949) 770-9669. For further information regarding recreational facilities and activities, please contact the Recreation Division, (949) 597-4272, or come by the office on the ground floor of the Community Center to pick up publications and discount tickets.

**SAFETY/HAZARDOUS MATERIALS (949) 597-4321**

The HR/Safety Supervisor operates within the Human Resources Department and is responsible for promoting company and community safety and hazardous material programs. Residents with questions on home safety or unsafe conditions within the community can contact Human Resources.

Placement of hazardous materials in the dumpsters is prohibited and any violation is subject to a City fine. The City of Laguna Woods has a hazardous material pickup program for the collection of paint, paint thinner, oil, batteries, car tires, etc. For this service, residents can pick up a collection bin at City Hall and they will arrange for pick up. Another alternative is to contact one of Orange County's Household Hazardous Waste Collection Centers. The nearest location serving your community is in Irvine. Call 714-834-6752 for directions and hours of operation. This service is also free to Orange County residents.

**SECURITY (949) 597-4257**

Security is located in building "E" at 23081 Campo Verde, Laguna Woods. It provides a variety of services to the community such as: emergency services; gate control; traffic control and enforcement; community security patrols; recreational vehicle storage; resident welfare checks; and after-hour emergency plumbing services.

Gate Hours:	Gate	1	597-4301	Open	24 hours
	Gate	2	597-4302	Open	24 hours
	Gate	3	597-4303	Open	6:00 a.m. – 12:00 p.m.
	Gate	4	597-4304	Exit gate only	7:00 a.m. – 7:00 p.m.
	Gate	5	597-4305	Open	24 hours
	Gate	6	597-4306	Open	7:00 a.m. – 11:00 p.m.
	Gate	7	597-4307	Open	24 hours
	Gate	8	597-4308	Open	7:00 a.m. – 11:00 p.m.
	Gate	9	597-4309	Open	7:00 a.m. – 11:00 p.m.
	Gate	10	597-4310	Open	24 hours
	Gate	11	597-4311	Open	24 hours
	Gate	12	597-4312	Open	5:00 A.M. – 11:00 P.M.
	Gate	14	597-4314	Open	24 hours

The community has a traffic program that is enforced by the Mutuels. The maximum speed within the community is 25 miles per hour on streets and 15 miles per hour in cul de sacs unless otherwise posted. Residents must come to a complete stop at stop signs and may not park in a handicap-parking place unless a handicap sign is displayed inside the car or on the license plate. Security patrol cars are equipped with cameras to record offenses.

**FIRE OR MEDICAL EMERGENCIES – CALL 9-1-1**

For non-emergencies or after-hours maintenance emergencies contact Security Dispatch at (949) 580-1400. Security Staff is available 24 hours per day, 7 days per week.

**FIRE MARSHAL (949) 597-4600**

The Fire Marshal is responsible for replacing batteries in the smoke detectors and inspecting fire extinguishers. Please contact Property Services to request an inspection of fire safety equipment.

**RESIDENT SAFETY/WELFARE CHECKS (949) 580-1400**

Security will make resident “welfare checks” upon request. Residents are encouraged to complete Emergency Notification Forms contained in the New Resident Welcome Kit and return the form to Security as soon as possible. For more information call Security at (949) 597-4358.

**RECREATIONAL VEHICLE STORAGE (949) 597-4358**

Residents wishing to be placed on a waiting list for RV storage availability can contact Security at (949) 597-4297. Please refer to RV Storage Lot Rules & Regulations under GRF Rules & Regulations for further details.

**VEHICLE PATROL (949) 580-1400**

Security cars are patrolling the community 24-hours a day. They are equipped with cameras and radios which are in constant communication with the Control Center, the gates, other patrol units and foot patrol officers. The Radio Control Center is a 24-hour operation.

## **SOCIAL SERVICES (949) 597-4267**

The Social Services Department, with a staff of clinical social workers and a nurse practitioner provide counseling, crisis intervention, and support groups at no charge to residents. The Friendly Visitor Program matches active resident volunteers with residents who are frail and homebound. The Social Services department is located in the Community Center building across from the Recreation Department.

## **MISCELLANEOUS INFORMATION**

### **DISASTER PREPAREDNESS TASKFORCE (949) 597-4237**

The Disaster Preparedness Task Force (formerly Earthquake and Disaster Task Force), was created by volunteers to prepare residents in the event of a major earthquake or disaster. Located on the third floor of the Community Center, this office provides printed materials regarding disaster preparedness and Vial of Life packages. This group is made up entirely of volunteer residents who are eager to assist with personal preparedness planning. This office is always looking for interested residents to volunteer a few hours to give assistance to others. Although the office is scheduled to be open from 8:00 a.m. until noon on Monday through Thursday, it is always a good idea to call ahead to make sure that there is volunteer office coverage.

### **GOLF CART USE ON PUBLIC STREETS & TUNNELS**

The County of Orange has specifically and legally identified the following as County posted golf cart crossings (**ALL OTHER CROSSINGS AND TRAVELING ARE ILLEGAL**):

1. Golf Carts are not to cross or travel on public streets when the posted speed limit exceeds 25 MPH. Posted speed limits outside of the community exceed 25 MPH.
2. Golf Cart Crossing is permitted between Gates:
  - a. 10 and 11
  - b. 12 and the Driving Range
  - c. 7 and 14
  - d. 1 and 5 (the tunnel is next to building 235 on Calle Aragon on the Gate 1 side, and is between buildings 2384 and 2016 Via Mariposa West on the Gate 5 side.)

### **LIBRARY (949) 597-4274**

The library is located next to Clubhouse 1 on Calle Aragon. The book, magazine and paperback circulation exceeds 140,000 annually. The library is staffed by resident volunteers and is open Monday, Tuesday, Thursday and Friday from 10:00 a.m. to 4:00 p.m., Wednesday from 10:00 a.m. to 6:00 p.m. and Saturday from 10:00 a.m. to 1:00 p.m. Nearby county libraries include the El Toro Branch at 24672 Raymond Way, Laguna Hills and the Laguna Woods branch at City Hall in Laguna Woods.

**MAILBOX KEYS** can be obtained by writing to: New York Key Service Inc., 1056 N Western Avenue, Los Angeles CA 90029, (323) 469-2183.

In order to obtain keys through New York Key Service, residents must furnish the lock number from the mailbox. This number is stamped into the back of the lock and usually has one or two letters (i.e. XL101 or DQ94.) The mail carrier from the US Postal Service can help the resident locate the number. Prices for replacement keys are under \$10.00 (plus sales tax and shipping.) These prices are subject to change.

## **PROPERTY TAXES – ASSESSOR’S OFFICE (714) 834-2727**

### **Orange County Tax Assessor**

12 Civic Center Plaza, Room 142

PO Box 149

Santa Ana, California 92702-0149

All property is assessed through the Orange County Tax Assessor at 1.25% of the purchase price. In Third Mutual and Mutual Fifty taxes are paid by the property owner. In United Mutual taxes are paid through the Corporation and collected from the Member through monthly dues. This is important to remember because dues are assessed annually and collected between January and December. Any Supplemental Tax Bill (see definition below) will be paid by United Mutual and then collected from the Mutual Member during the following assessment period. In some cases, up to 18 months can lapse between the close of escrow date and the time that the supplemental tax is added to the monthly dues.

### **Supplemental Tax**

A Supplemental Tax Bill is levied on property as it exists on the date of the change in ownership or completion of new construction (please refer to [Article XIII A of the California Constitution](#).) Supplemental taxes represent the additional taxes due as a result of ownership change or new construction. If the property was purchased for less than the amount assessed on the tax roll and the current taxes are paid a supplemental tax refund is due.

The first year of owning a new home can be confusing because of the government cycle for assessing property and sending out tax bills. The Treasurer-Tax Collector's Office sends out property tax bills every year in September, based on the property's assessed value on January 1 of that year.

The **first installment** payment is due no later than December 10 and the **second installment** is due no later than April 10. A supplemental tax bill is sent out separately, covering the difference between the previous owner's property value and purchase price. The tax bill is based on the County's fiscal year from July 1 to June 30.

Depending on when the property was purchased (before or after January 1), the Assessor's Office may send one or two supplemental tax bills. For example, if the home was purchased August 31 of this year for \$500,000 and was previously assessed at \$200,000, the tax bill sent to the record owner in September was based on the previous owner's \$200,000 assessed value.

The seller may have paid a portion of the tax through escrow. A supplemental bill, usually sent to the new owner within three to six months after purchase, will collect the tax owed on the difference between the seller's and buyer's assessed value.

### **Homeowner's Exemption**

Property that is owner/occupied is eligible for a homeowner's exemption by calling the Orange County Tax Assessor's Office at (714) 834-3821.

### **Proposition 13**

On June 6th, 1978, nearly two-thirds of California's voters passed Proposition 13, reducing property taxes by about 57%. In Laguna Woods, the property tax rate is assessed at 1.25% of the purchase price of the home and annual tax increases are limited to no more than two percent. When property is sold it is then reassessed at market value.

### **Proposition 58**

The parent-child transfers of Proposition 58 include all types of transfers of title from parents to children or from children to parents. Transfers must occur on or after November 6, 1986, the effective date of the Proposition. They may be in the form of a deed (recorded on or after November 6, 1986) or a court order dated on or after that date.

Further, this Proposition includes all types of real property owned by the transferor, including all the value of his/her principal place of residence and on the first one million dollars (\$1 million) of the enrolled value of all other types of property. A mother and father can combine their exclusion for a limit of \$2 million dollars.

### **Proposition 60/90**

These are constitutional initiatives passed by California voters. They provide tax relief by preventing the reassessment when a senior citizen sells his/her residence and purchases or constructs a replacement resident worth more than the original property.

**Proposition 60** allows a resident to transfer the lower tax base within the same county.

**Proposition 90** allows a resident to transfer the lower tax base from County to County.

The following is a list of the counties participating in Proposition 90 as of January 10, 2001:

1. Alameda
2. Kern
3. Los Angeles
4. Modoc
5. Orange
6. San Diego
7. Ventura
8. San Mateo
9. Santa Clara

The resident must file a claim form through the tax assessor's office to determine if the transaction qualifies under these Propositions.

**SADDLEBACK COMMUNITY COLLEGE EMERITUS INSTITUTE (949) 770-9669**

The Recreation Division coordinates the Emeritus Institute program inside the community. This program, sponsored by Saddleback Community College, offers approximately 100 classes during the fall and spring semesters. The classes are open to all residents on a first come first served basis. Pre-registration is required. The Saddleback on-site office is located at Clubhouse 4 (949) 770-9669.

There is a **U. S. POSTAL SERVICES SATELLITE OFFICE** located on the West Side of the parking lot at Clubhouse 3. Hours of operation are from 9:00 a.m. - 4:00 p.m., Monday through Friday. The office is closed for lunch between 11:45 a.m. – 12:30 p.m.

<b>UTILITIES</b>
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**SOUTHERN CALIFORNIA EDISON**

General Services	800-655-4555
Residential Services	800-684-8123
Business Services	800-990-7788
TDD (Speech & Hearing Impaired)	800-352-8580
Emergency Services	800-611-1911

**SBC CALIFORNIA (Telephone Services)**

Residential Services	800-310-2355
Business Services	800-750-2355
Accessibility Resources	800-722-3140
TTY (Speech & Hearing Impaired)	800-651-5111
Voice for Speech Disability Services	800-772-3140
Directory Assistance for Speech Disability Services	711
Repair Services	611

**EL TORO WATER DISTRICT**

Customer Service	949-837-0660
Administration	949-837-7050

**LAGUNA BEACH ANIMAL CONTROL (949) 497-3552**

The community operates under the guidelines of the Laguna Beach Animal Control. Offices are open seven days a week from 11:00 a.m. – 7:00 p.m. A limited number of pets are allowed per manor. Please check with the Laguna Beach Animal Control for further information.

For emergencies call the Laguna Beach Police Department at (949) 497-0701. Orange County Vector Control can be reached at (714) 971-2421.

**TRASH PICK-UP**

Gates 1, 2, 3, 4, 14	Tuesday and Friday
Gates 5, 6, 7, 8, 9, 10	Monday and Thursday
Individual Container	Wednesday

\*Please place trash at curbside by 7:00 a.m.

Items such as electronics, motor oil, paint, tires, batteries, and sharp objects **are not permitted to be placed in trash receptacles.** The City of Laguna Woods will collect these items periodically only from the manor. Residents may contact the City of Laguna Woods for more information (949) 639-0500.

Recycling bins are located at the main Maintenance parking lot at Campo Verde for glass, cans, plastic, phone books and magazines. Newspaper racks are located adjacent to the dumpsters. Manors with individual trash pickup can bundle newspapers up and place the bundles next to the trash containers. Newspapers are collected by staff and sold to a local recycler and the profits are returned back to the community.

Move-in cartons can be disposed of by putting flattened boxes next to the dumpster or individual trash containers where they will be picked up by the trash collector. A work order must be requested through Property Services for disposal of large items, including but not limited to sofas and mattresses. Items must be placed outside of the manor or by the dumpster. Charges for this service are determined by size and weight. The trash company will not go inside manors for pickup.

In three-story buildings, trash is disposed of via the trash chute. Please avoid liquids and food items since these may become smelly and could create a health and safety hazard.

Contractors and vendors are required to take their trash, used carpeting, and other discards with them for disposal outside of the gates of the community. At no time are they allowed to use the dumpsters.

### **III. RULES AND REGULATIONS**

#### **A. UNITED MUTUAL**

##### **Assessment Collection**

Regular assessments are due and payable to the Mutual, in advance, in equal monthly installments on the first day of each month. If the current monthly assessment is not received by the Mutual on or before the close of business on the sixteenth (16<sup>th</sup>) day of the month, a Reminder Notice is sent to the member.

A late payment charge for delinquent assessments will be assessed in the amount of Ten Dollars (\$10.00) and will be imposed on any assessment payment that is more than fifteen (15) days in arrears. Further, both state law and the Mutual's governing documents provide for interest on the delinquent assessment and the late charge, and accordingly interest will be imposed thirty (30) days after they are due, at an annual percentage rate not to exceed twelve percent (12%) or the maximum interest rate allowed by law, whichever is less.

The Mutual may also take various legal actions to enforce the collection of delinquencies. These actions may be taken separately or concurrently.

Please refer to the collection and lien enforcement policy and procedures, mailed annually to all residents for more detailed information.

##### **Assessment, Payment Plan Standards**

Assembly Bill (AB2289), effective January 1, 2003 provides an option for homeowners who are delinquent in their association dues to submit a payment plan to their Board of Directors. The Board of Directors has adopted Payment Plan Standards for Delinquent Assessment Payments. (U-02-182, 12/10/02)

**Architectural – ARCHITECTURAL STANDARDS ARE AVAILABLE UNDER SEPARATE COVER AT THE PERMITS & INSPECTION COUNTER LOCATED ON THE FIRST FLOOR OF THE COMMUNITY CENTER.**

##### **Carport Assignments**

Permanent carport assignments were assigned on October 28, 1986 and are not negotiable for re-assignment. (U-86-142) Residents who are unsure about their correct carport assignment can refer to the Occupancy Agreement that was issued with the Membership Certificate.

##### **Carport Use Restrictions**

Carports are assigned by the Corporation and are to be used exclusively for parking personal (non-commercial) vehicles used for personal transportation. Vehicles displaying advertising of any kind are not permitted and all vehicles must be of a dimension that fits within the assigned carport and does not interfere with the carport use of other residents. Carports may not be rented to non-residents and vehicles not registered with Community Access by the resident-owner shall be classified as a non-

resident vehicle. Unregistered vehicles that create a nuisance as determined by the Board of Directors may not be stored in carports. The storage of bicycles, ladders, battery chargers, grocery carts, bottled water, and the like (which are owned by members of the Corporation and are not unsightly or unsuitable as determined by the managing agent) is permitted. (01-05-37)

### **Chargeable Services Disputes**

Members with a chargeable services billing dispute are first encouraged to contact the accounting department at (949) 597-4226. Disputes that cannot be resolved through the managing agent may be referred to the board of directors by the Member in writing, addressed to United Board of Directors – Billing Dispute, P.O. Box 2220, Laguna Hills, California 92653.

### **Estate Sales**

Estate and causal sales are permitted by owner/member(s), their authorized agent or legal representative. All estate and causal sales are limited to residents and their guests only. *Residents are asked to provide the Security Gate with a list of attendees 24-hours prior to the scheduled estate sale.* (U-92-145, 10/27/92, rev. U-96-89, 08/13/96)

### **Exclusive Use Storage**

The placement of privately-owned objects (including foundation planters) is permitted (personal/non-standard landscaping) within the following guidelines: (1) residents may not enlarge foundation planters. Plants and shrubs which members are permitted to plant adjacent to their units should be well maintained (see Common Area, Planting Adjacent to Resident Manors, above) (2) decorative items (hardscape, garden décor, statuary, potted plants or hanging objects) may be placed in these areas as long as they do not interfere with the Landscapers' work or cause a hazard to either persons or property. These items should be in good repair. Potted plants should be well-maintained and empty pots removed. Upon sale of the manor, the Mutual Member or estate is financially responsible for the removal of personal plantings and the re-landscaping of the area, unless the buyer assumes responsibility for the "non-standard" landscaping. Prior to any common area alteration, residents are required to contact Property Services and request contact with a Landscape Supervisor. (01-05-83, 06/14/05)

### **Planting Adjacent to Resident Manors**

All land outside the manor walls is considered common area. In the planting beds immediately adjacent to the manors, residents may plant flowers, small plants or shrubs of their choice. They may not remove or replace shrubs that have been planted in these beds by the Mutual without the express approval of the Landscape Maintenance Division of the managing agent. In a multi-residential building, all residents shall have equal access to the planting beds adjacent to the building on a cooperative basis. If residents cannot agree on a cooperative basis, the Mutual will direct the Landscape Maintenance Division to install and maintain low maintenance plant material at its discretion. All other common areas, a resident may not plant anything or remove any

existing plant or tree without express approval of the Landscape Maintenance Division. Any such planting or plant removal by a resident will be corrected by the Landscape Maintenance Division at the expense of the resident. (U-80-103, 08/26/80)

### **Skateboards are Prohibited**

The use of skateboards by members, co-occupants, lessees or guests on the real property owned by this corporation is hereby prohibited. (U-78-404, 08/22/78)

### **Lease Extensions**

Six-month lease extensions are prohibited. (U-96-33, 03/29/96). The maximum term for which a member may sublease his or her dwelling unit may not exceed six (6) months, whether or not consecutive, in any twelve (12) month period. (U-84-84, 06/26/84)

### **Lease Policy**

The Member's account will receive payment, without denying property rights. (U-01-10, 03/13/01)

### **Lessor-Lessee Release Waiver and Liability**

A Seller-Buyer, Lessor-Lessee Release, Waiver of Liability and Indemnification agreement forms, and appended Agreement forms permits the Buyer or Lessee to access and use the Manor prior to close of escrow or commencement of the lease. (U-94-134, 10/11/94)

### **Maintenance, Telephone Wiring**

All inside telephone wiring located within the dwelling units owned and managed by this corporation shall be maintained, repaired or replaced at the expense of the corporation. The policy shall not extend to the telephone instrument, which is the personal property of each resident, and therefore, independent of the aforementioned inside telephone wiring. (U-87-25, 02/24/87) Reimbursement requests shall be directed to Property Services at (949) 597-4600.

### **Membership, Financial Requirements**

The minimum financial requirements are revised as follows:

*Minimal Annual Income* - \$36,000 per year, regardless of the number of persons on title.

*Minimal marketable and/or income producing assets* - \$100,000, plus the total purchase price of the membership.

The minimum financial requirement for Guarantors of prospective membership:

*Minimal annual income* - \$72,000

*Minimal verifiable marketable and/or income producing assets* - \$200,000 plus the total purchase price of the membership.

Once a member has qualified within this Corporation said member need not requalify for purchase of a replacement manor as long as the person or persons in whose name title is held remain the same. Financial requirements are waived when the member obtains secondary financing from a financial institution. (01-04-96,08/10/04)

### **Membership, Financial Pre-Approval**

Any prospective member with "special financial circumstances" can request pre-escrow approval of the Financial Qualification. A Committee, comprised of one officer and two members, will consider each such request on an individual basis and grant approval if the prospective member's financial resources are satisfactory. Pre-approval will be binding on the Mutual with respect to its financial requirements, provided escrow is opened within 90 days of such approval, and will require the signatures of one officer of the Board and two members of the Finance Committee who are Board Members. (U-95-14, 02/14/95)

### **Membership, Interim Dual Ownership Agreement**

An Interim Dual Ownership Agreement ("Agreement") permits a member to purchase a second membership, and own the old and new membership concurrently for a short time, to facilitate the Member's move from one manor to another. Interim Dual Ownership Agreements are limited to one (1) Agreement in any two-year period. (01-03-147, 11/10/03)

Any Resale Application for purchase of a second membership utilizing the Interim Dual Ownership Agreement shall provide the name(s) and related occupancy information of the qualified person(s) who will be residing in the new manor. The leasing of either manor shall be prohibited during the period of dual ownership. (U-02-164, 11/12/02)

### **Membership, Lost Instrument Bond**

Before issuing any replacement membership certificate to any member of this corporation for one alleged to have been lost, stolen or destroyed, said member shall give to the corporation the following:

1. A lost instrument bond in an amount equal to the fair market value of the membership to protect the corporation against any claim that may arise against the corporation from the issuance of the replacement certificate.

Any member of the corporation, who, upon presentation of conclusive proof, has attempted but been unable to secure a lost instrument bond, shall give to the corporation the following:

2. A contract to indemnify the corporation sufficient to protect the corporation against any claim that may arise against the corporation from the issuance of the replacement certificate.

Said contract as outlined in (2) above shall be reviewed by and be satisfactory to counsel for the corporation, and the cost of such review shall be borne by the member requesting the replacement certificate.

Said contract as outlined in (2) above shall contain a provision requiring the member requesting the replacement certificate to contribute to the General Operating Reserve an amount equal to the cost of a lost instrument bond which is based on the fair market value of the membership, which would be used to offset the cost of settling any claim arising out of the issuance of any replacement certificate. (U-86-55, 04/22/86)

### **Membership, Review of Application**

All directors of the corporation may approve or disapprove, on behalf of the corporation, resale notification/applications for memberships, co-occupancy agreements and requests for transfers (U-86-76, 05/27/86)

### **Membership, Revocable Living Trusts**

Membership vesting may be held in Revocable Living Trusts. (U-99-81, 11/09/99)

### **Occupancy, Maximum Number of Occupants Per Manor**

The maximum occupancy permitted for any manor in United Laguna Hills Mutual shall be equal to the number of rooms designated by the corporation as bedrooms plus one additional occupant (U-90-15, 02/27/90)

### **Occupancy Restrictions, Dependent Child & Grandchild**

Section 51.3 of the California Civil Code establishes minimum age restrictions for persons residing in senior citizen communities. The Code requires that at least one person in residence, the Qualifying Senior Citizen, is at least 55 years of age. The Code also provides that certain additional persons may reside and that they must be at least 45 years of age (Qualifying Permanent Residents). Age waivers may be granted for Care Providers and children or grandchildren of the Qualifying Senior Citizen. Persons who may qualify under the waiver are required to obtain written approval from the mutual prior to move-in. Potential buyers/residents who are contemplating requesting approval of underage persons under this policy are strongly encouraged to seek approval prior to finalizing the decision to buy/reside.

### **Occupancy, Physical and Financial Care Providers**

Care Providers shall be issued gate passes upon application by a resident; and such passes shall be valid for a period of four months after which the resident must request renewal.

Care Provider status shall not confer resident privileges on providers – they shall not have the right to have visitations by, or stay-over privileges for their own guest, children or spouses.

Residents seeking live-in status for their Physical Care Providers shall submit a Care Provider Certification form, completed by a qualified health professional, which substantiates the need for such live-in assistance.

Residents seeking live-in status for their Financial Aid Provider shall submit proof of such assistance in the form of a recent income tax return showing the Resident to be a dependent of the provider, or proof in the form of canceled checks over a reasonable period of time showing financial assistance payment to the Resident.

A Care Provider shall be permitted free use of community buses, but may use all other community facilities only as a guest of the Resident, subject to the usual guest fees. The appropriate GRF committee on a case-by-case basis may approve waivers of fees.

A Care Provider who is required to use his automobile in assisting the Resident shall be required to present a valid driver's license and proof of automobile liability insurance at the time of application for a pass.

A Care Provider shall be permitted to occupy a manor only while the Resident is currently in residence.

The resident shall be responsible for recovering the Care Provider gate pass from the Care Provider at such time as the provider's services are completed; and the pass shall be returned to the Security Department. (U-94-079, 06/14/94)

### **Pets**

No person shall keep, maintain or permit within any dwelling unit under his control, or within any other real property owned or managed by this corporation, any dog which by any sound or cry shall disturb the peace and comfort of the inhabitants of the neighborhood or interfere with any person in the reasonable and comfortable enjoyment of life or property.

No person owning or having charge of any dog shall permit the same to run at large within any real property owned or managed by this corporation, except as otherwise provided in these rules and regulations, unless such dog is restrained by a substantial leash not to exceed six (6) feet in length and is in the charge of a person competent to restrain such dog.

Any animal found running at large within any real property owned or managed by this corporation may be reported to the Poundmaster of the County of Orange for such action as he may deem appropriate according to law.

No person owning or having charge of any dog shall permit the same to enter or remain within any real property owned or managed by this corporation contrary to the provisions of any sign posted conspicuously thereon by the corporation, provided that appropriate exception, as the case of guide dogs for blind persons, may be noted upon any such sign.

No person owning or having charge of any dog shall permit any feces therefrom to remain within any real property owned or managed by this corporation except in trash containers.

Whenever any animal suspected of being vicious is reported to this corporation, the officers and agents shall report facts and circumstances thereof to the Poundmaster of the County of Orange for such action as he may deem appropriate according to law. (U-76-44, 02/24/76)

### **Resale, Open House Policy**

Open Houses are authorized every Saturday and Sunday only between the hours of 11:00 A.M. and 4:00 P.M. Open house signs may not be displayed earlier than 10:00 AM and must be removed by 5:00 PM each day. Any sign not removed by 5:00 PM will be removed by Security staff and held at the appropriate Gate House for no more than 48 hours, after which time it will be discarded as trash.

No more than three open house signs (maximum size of 24" x 24") may be displayed in the common area, limited to the entrance of the cul-de-sac and within the cul-de-sac. Signs may not be placed outside of the cul-de-sac that the listed property is located. Persons wishing to attend open houses must be called through the Gate by a resident, or otherwise accompanied through the Gate by a registered Real Estate Agent. To report violations or request sign removal please contact Security Dispatch at (949) 580-1400. (U-01-79, 05/13/97)

### **Resale, Use of Electronic Boxes**

All real estate agents and brokers are required to implement the use of electronic lock boxes. (U-01-81, 09/11/01 rev. 01-03-172, 12/09/03)

### **Resale, MLS Listings**

All real estate agents and brokers accepting exclusive right to sell or exclusive agency resale listings of properties are required to provide the Multiple Listing Service (MLS) with property information within 24 hours (excluding weekends and holidays) of the signing of a listing. (U-01-80, 09/11/01 rev. 01-03-171, 12/09/03)

**A comprehensive package is available at the administrative offices to guide real estate and escrow professionals through the unique resale / Membership Application process.**

### **III. RULES AND REGULATIONS**

#### **B. THIRD MUTUAL**

##### **Assessment Collection**

Regular assessments are due and payable to the Mutual, in advance, in equal monthly installments on the first day of each month. If the current monthly assessment is not received by the Mutual on or before the close of business on the sixteenth (16<sup>th</sup>) day of the month, a Reminder Notice is sent to the member.

A late payment charge for delinquent assessments will be assessed in the amount of Ten Dollars (\$10.00) and will be imposed on any assessment payment that is more than fifteen (15) days in arrears. Further, both state law and the Mutual's governing documents provide for interest on the delinquent assessment and the late charge, and accordingly interest will be imposed thirty (30) days after they are due, at an annual percentage rate not to exceed twelve percent (12%) or the maximum interest rate allowed by law, whichever is less.

The Mutual may also take various legal actions to enforce the collection of delinquencies. These actions may be taken separately or concurrently.

Please refer to the annual collection and lien enforcement policy and procedures for assessment delinquencies for more detailed information.

##### **Assessment, Payment Plan Standards**

Assembly Bill (AB2289), effective January 1, 2003 provides an option for homeowners who are delinquent in their association dues to submit a payment plan to their Board of Directors. The Board of Directors has adopted Payment Plan Standards for Delinquent Assessment Payments. (03-03-13)

**Architectural – ARCHITECTURAL STANDARDS ARE AVAILABLE UNDER SEPARATE COVER AT THE PERMITS & INSPECTION COUNTER LOCATED ON THE FIRST FLOOR OF THE COMMUNITY CENTER.**

##### **Common Area, Care and Maintenance of Balconies and Breezeways**

The walkway, breezeway, patio and balcony areas are "common areas" or "limited common areas" with by-laws and CC&R provisions for their management and care under the direction of the Third Mutual Board.

Common areas are for the use and enjoyment of all residents and while limited common areas permit exclusive use in the area, it is essential that all residents be aware the need for the safety, attractiveness, and the prevention of damage to the buildings by items placed by the residents on the common or limited common areas of the Mutual's multi-story and where applicable to other residential buildings.

The following rules for residents address the safety, attractiveness, and prevention of damage issues. Residents should take whatever corrective action is necessary to manage those items they have placed outside their manor. Residents who disregard these guidelines will be given a citation to correct the problem, possibly followed with disciplinary action.

1. All plants must be suitably potted with adequately sized saucers to collect excess water and elevated by substantial caster or sturdy platforms with casters. Care must be used to control the amount of water given to these plants so as not to run over the saucer and collect on the floor surface or fall to a lower level of the building on people, windows, or other objects belonging to neighbors.
2. Items, including plants, statues, furniture etc., may be placed outside a manor's front door on the floor and shall be limited. Adequate clearance is required to allow for easy walkway access along the area (at least in number and size to allow for a 48-inch clearance as required by law).
3. All plants shall be attractive and shall be maintained by the resident in a healthy, well cared for condition, properly watered and pruned. Non-plant items shall be maintained clean and in good repair.
4. Potted plants are not to be placed on railings in common or limited common areas. Hanging plants or hanging objects are prohibited in breezeways and walkways.
5. Items that constitute a nuisance to one's neighbors should not be placed in common areas or limited common areas. Examples are intrusive wind chimes, food or water, which will attract birds, insects or other animals. Residents are encouraged to resolve amicably differences or disputes involving such items.
6. A resident's balcony and patio area adjoining a manor is limited common area. This area needs the same care & protection as our walkways and breezeways to prevent dry rot, decay and mold of surfaces. Therefore only a limited number of potted plants on the balconies of multistory buildings are allowed, without the prior approval of the Third Mutual Board. No more than 15% of the total floor area of a balcony may be used for potted plants.
7. Landscape crews will not care for a resident's personal items placed in common areas unless arranged through the Customer Service as a chargeable service.

Any building, by majority decision, may establish additional rules for its own use, providing the rules are not in conflict with the above guidelines. The Third Mutual Board of Directors shall resolve any disputes or misunderstandings relating to common areas and limited common areas.

We ask each resident to read these guidelines and take whatever corrective action is necessary for the care and protection of property where plants and where items have been placed outside manors.

The Third Mutual Board shall have full authority to recommend remedial action or a hearing for disciplinary action. (M3-02-06, 01/15/02)

**Common Area, Curbside Trash Pick Up**

Trash and/or containers shall be put at curbside no sooner than 5 PM the day before trash collection and must be removed from the street no later than 7 PM the day of trash collection. (03-03-36, 04/15/03)

**Common Area, Estate and Casual Sales**

No Person other than an owner, resident, managing agent or the personal representative of said owner, may authorize admittance to the property owned or managed by this corporation. (M3-93-47, 04/20/93)

All estate and casual sales shall not start before 10:00 a.m. *and shall end by 4:00 p.m.* Estate and casual sales shall be limited to residents and their guests only. (M3-96-42, 08/20/96)

**Common Area, Planting of Vegetable and Fruit Trees**

The planting of fruit trees and vegetables in common areas of this corporation by owners of lessees of dwelling units shall not be performed. (M3-77-810, 10/28/77)

**Common Area, Skateboards Prohibited**

The use of skateboards by members, co-occupants, lessees or guests on streets, sidewalks or cul de sacs within this corporation is hereby prohibited. (672, 01/07/77)

**Common Area, Storage in Carports and Garages**

The carport areas and garage parking areas in Villa-type buildings (Garden Villa, Villa Puerta, El Mirador) of this corporation shall be used exclusively for the parking of golf carts, passenger vehicles, as approved by the corporation, and bicycles, and for storage of personal property in cabinets approved by the corporation. Said cabinets in Villa-type building garage parking areas shall be of metal or wood construction, painted or stained dark brown and shall conform to the following:

<u>Depth</u>	Not to exceed 4 feet.
<u>Height</u>	Not to exceed minimum clearance allowed of 18 inches from the ceiling, except that wall openings in El Mirador limit cabinets to a height of 3 feet, 6 inches in some spaces.
<u>Width</u>	Total cabinet space occupancy shall not exceed 9 feet.

In no event shall a cabinet obstruct plumbing, electrical, or other utility installations and/or outlets. All personal property, including foot lockers, file cabinets, trunks and work benches, shall be stored in cabinets and shall not violate use restrictions set forth in Article II of Declaration of Covenants, Conditions and Restrictions. (M3-79-101, 11/20/79)

### **Common Area, Storage Room Use**

No storage room located adjacent to laundry rooms on the second and third floors of Building No. 3335, 3336, 3337, 3338, 3363, 3364, 3365, 3366, 3367, 3371, 3486, 5368, and 5369 shall be used for storage of personal property except as provided herein. No personal property shall be stored in said storage rooms except personal property owned by persons authorized to occupy dwelling units within the respective buildings in which said storage rooms are located. No hazardous, noxious or offensive material shall be kept within said storage rooms.

1. All personal property within said storage rooms shall be packed in cardboard cartons, securely tied or sealed, and marked clearly with the name and address of the owner thereof. Said cartons shall be stacked neatly, on the floor of the storage room. An aisle from the doorway to the opposite wall, five feet wide shall be kept clear of personal property at all times.
2. Keys shall be issued to all persons authorized to store personal property within said storage rooms.
3. Storage of personal property in said storage rooms shall be authorized in the order that said applications is received subsequent to the date of adoption of this resolution.
4. The corporation may revoke authorization to store personal property in said storage rooms at any time, with or without cause, upon giving seven days prior written notice to the owner. If at any time continued storage of any personal property within said storage rooms should constitute an immediate hazard to life or property or both, said personal property may be removed forthwith, at the discretion of the corporation, without notice, and stored at the expense of the owner thereof.
5. Any personal property not removed from a storage room after giving seven days prior notice, as provided above, shall be deemed to be abandoned and may be removed by the corporation without liability.
6. Storage of personal property within a storage room shall not be deemed to create any bailor-bailee relationship between the corporation and the owner of said personal property and the liability of corporation in connection with any such storage shall be limited to the fullest extent permitted by law. (724)

### **Community Access, Time Limit on Non-Resident Owner Passes**

The Management Agent is authorized to issue identification cards to non-resident owners with a limitation of one year and renewable thereafter, and in accordance with terms and conditions of this corporation and Golden Rain Foundation of Laguna Hills. Guest Passes shall be used and marked "Non Resident Owner". (M3-77-823, 11/18/77)

### **Continued Occupancy by Seller**

Continued occupancy of a dwelling unit by the seller(s) after the close of escrow for a period not to exceed fifteen calendar days. Any continuations, which extended beyond the fifteen days will require a lease. Security shall be authorized to issue temporary guest passes to sellers, upon the new owner's request, for the occupancy continuation period. (M3-93-31, 02/16/93)

### **Leasing Policy on Delinquent Accounts**

Should the assessment account become delinquent during the period of a lease, the Mutual has the right to demand payment of the rents from the Lessee directly to the Mutual, without denying property rights. (M3-01-09, 03/20/01)

### **Membership, Financial Requirements**

#### PROSPECTIVE MEMBERSHIP (manor)

*Minimum Annual Income* - \$42,000 per year, regardless of the number of persons on title, plus additional income of \$21,000 for each additional manor purchased.

*Minimum Assets Requirement* - \$125,000 plus purchase price of all manors owned (Verifiable marketable and/or income-producing only)

#### GUARANTORS OF PROSPECTIVE MEMBERSHIP

*Minimum Annual Income* - \$72,000

*Minimum Assets* - \$200,000 plus the total purchase price of the membership. (Verifiable marketable and/or income-producing only) (03-05-17, 09/20/05)

### **Membership, Owner-Occupied and/or Leased Property Restriction**

#### Maximum Number of Memberships Allowed

There is no limit on the number of Memberships owned by any individual.

#### Maximum Number of Owner-Occupied and/or Leased Units

Two, regardless of the number of Memberships owned. An individual may not occupy and/or lease more than two manors owned. (03-05-18,09/20/2005)

**Membership, Special Financial Circumstances**

Any prospective member with “special financial circumstances” can request pre-escrow approval of their Financial Qualification. A Committee, comprised of one officer and two members of the Finance Committee, will consider each such request on an individual basis and grant approval if the prospective member’s financial resources are satisfactory. Pre-approval will be binding on the Mutual with respect to its financial requirements, provided escrow is opened within 90 days of such approval, and will require the signatures of one officer of the Board and two members of the Finance Committee who are Board Members. (M3-95-03, 07/17/95)

**Occupancy, Criminal Convictions**

Each person who seeks to reside in a Condominium shall not have been convicted of a felony within the last twenty (20) years or of a misdemeanor involving moral turpitude within five years immediately preceding the date of application for residency and shall execute a certificate on a form prescribed by the Board to such effect. The term “convicted” shall include either a plea of guilty or nolo contendere. (CC&R’s, Article II, Section 2.c & 3.c)

**Occupancy Restrictions, Dependent Child or Grandchild**

Section 51.3 of the California Civil Code establishes minimum age restrictions for persons residing in senior citizen communities. The Code requires that at least one person in residence, the Qualifying Senior Citizen, is at least 55 years of age. The Code also provides that certain additional persons may reside and that they must be at least 45 years of age (Qualifying Permanent Residents). Age waivers may be granted for Care Providers and children or grandchildren of the Qualifying Senior Citizen.

Persons who may qualify under the waiver are required to obtain written approval from the mutual prior to move-in.

Potential buyers/residents who are contemplating requesting approval of underage persons under this policy are strongly encouraged to seek approval prior to finalizing the decision to buy/reside. (M3-01-06, 02/20/01)

**Occupancy, Financial & Physical Care Providers**

A Care Providers shall be issued a gate pass upon application by a resident; and such passes shall be valid for a period of four months after which the resident must request renewal.

Care Provider status shall not confer resident privileges on providers – they shall not have the right to have visitations by, or stay-over privileges for their own guests, children or spouses.

Residents seeking live-in status for their Physical Care Providers shall submit a Care Provider Certification Form, completed by a qualified health professional, which substantiates the need for such live-in assistance.

Residents seeking live-in status for their Financial Aid Provider shall submit proof of such assistance in the form of a recent income tax return showing the Resident to be a dependent of the provider, or proof in the form of canceled checks over a reasonable period of time showing financial assistance payment to the Resident.

A Care Provider shall be permitted free use of community buses, but may use all other community facilities only as a guest of the Resident, subject to the usual guest fees. Waivers of fees may be approved by the appropriate GRF Committee on a case-by-case basis.

A Care Provider who is required to use his/her personal automobile in assisting the Resident shall be required to present a valid driver's license and proof of automobile liability insurance at time of application.

A Care Provider shall be permitted to occupy a manor only while the Resident is in residence. The resident shall be responsible for recovering the Care Provider gate pass from the Care Provider at such time as the provider's services are completed. The pass shall be returned to the Security Department. (M3-94-71, 06/21/94)

### **Property Services, Elimination of On-Demand Walk Up Service**

Members were previously offered an "On Demand/Walk-in Service" that provides repair work on a walk-up basis as well as access to skilled personnel for questions and advice. Maintaining resident accessibility to the Maintenance shops requires staffing at all times to both ensure manpower availability to service walk-in requests as well as to ensure resident safety in this industrial work area. The Technician's spent servicing the walk-up needs may be better-spent servicing work orders in the Community. Therefore, "On Demand/Walk-in Services" are eliminated to enable Staff greater time to address service requests in the Community, effective May 1, 2003. (03-03-35, 04/15/03)

### **Resale, Open House Policy**

Open Houses are authorized every Saturday and Sunday only between the hours of 11:00 A.M. and 4:00 P.M. Open house signs may not be displayed earlier than 10:00 AM and must be removed by 5:00 PM each day. Any sign not removed by 5:00 PM will be removed by Security staff and held at the appropriate Gate House for no more than 48 hours, after which time it will be discarded as trash.

No more than three open house signs (maximum size of 24" x 24") may be displayed in the common area, limited to the entrance of the cul-de-sac and within the cul-de-sac. Signs may not be placed outside of the cul-de-sac that the listed property is located. Persons wishing to attend open houses must be called through the Gate by a resident, or otherwise accompanied through the Gate by a registered Real Estate Agent. To

report violations or request sign removal please contact Security Dispatch at (949) 580-1400. (M3-02-12, 02/19/02)

### **Use Restrictions, Home Occupations**

A passive business is permitted in manors and must be registered through the Board of Directors. (M3-01-38, 08/21/01)

### **Use Restrictions, Dogs**

No person shall keep, maintain or permit within any dwelling unit under his control, or within any other real property owned or managed by this corporation, any dog which by any sound or cry shall disturb the peace and comfort of the inhabitants of the neighborhood or interfere with any person in the reasonable and comfortable enjoyment of life or property.

No person owning or having charge of any dog shall permit the same to run at large within any real property owned or managed by this corporation, except as otherwise provided in these rules and regulations, unless such dog is restrained by a substantial leash not to exceed six (6) feet in length and is in the charge of a person competent to restrain such dog.

Any animal found running at large within any real property owned or managed by this corporation may be reported to the Poundmaster of the County of Orange for such action as he may deem appropriate according to law.

No person owning or having charge of any dog shall permit the same to enter or remain within any real property owned or managed by this corporation contrary to the provisions of any sign posted conspicuously thereon by the corporation, provided that appropriate exception, as the case of guide dogs for blind persons, may be noted upon any such sign.

No person owning or having charge of any dog shall permit any feces therefrom to remain within any real property owned or managed by this corporation except in trash containers. Whenever any animal suspected of being vicious is reported to this corporation, the officers and agents shall report facts and circumstances thereof to the Poundmaster of the County of Orange for such action as he may deem appropriate according to law. (509, 02/27/76)

### **Vehicles, Loading and Unloading**

Except as permitted by the Mutual, no house car (motor home), camper, house trailer, boat trailer or truck, shall be parked on any real property of this corporation, except for the purpose of loading or unloading same, for a continuous period of time greater than six hours; provided that the managing agent of this corporation is hereby authorized to permit parking of house cars (motor homes), campers, house trailers, boat trailers or trucks owned by members or guests of members of the corporation for reasonable periods of time at such locations on the real property of this corporation as may be determined by said managing agent. (M3-78-899, 05/26/78)



### **III. RULES AND REGULATIONS**

#### **C. GOLDEN RAIN FOUNDATION**

##### **Common Area, Move-In Hours**

No vehicle of any household goods carrier shall be loaded, unloaded, or permitted to be loaded or unloaded, in or upon any real property owned by this corporation unless such loading or unloading is:

- a. Commenced between the hours of 7:00 A.M., and 6:00 P.M.; and
- b. Completed not later than 10:00 P.M., of the same day.

No household goods shall be deposited, permitted to be deposited, permitted to remain, carried, or permitted to be carried, prior to loading or subsequent to unloading of any vehicle of a household goods carrier, in or upon any real property owned by this corporation except during the hours that such loading or unloading is permitted, as provided in Paragraph 1 above. (994, 08/27/73)

##### **Community Access, Annual Guest Pass Limit (5)**

The issuance of annual guest passes is limited to a maximum of five per manor per year. (G-88-82, 10/04/88)

##### **Community Access, ID Card Replacement Policy**

There is a fee of \$25 fee for lost identification cards EXCEPT in the instances where an individual presents a theft report from a bonafide police agency or the Security Division. In the instances where an individual produces evidence that the lost identification card has been subsequently found, that individual will be refunded \$15. (G-95-18, 03/07/95)

##### **Community Group Tours**

Group Tours provide an overview of the Community Center, recreation, clubhouses, library, Historical Society, and various amenities. Tours are conducted by the Historical Society and are held the first, second, and third Thursday of each month. Reservations are made through Community Relations (949) 597-4360.

##### **Community VIP Tours**

Private VIP tours are conducted by the Historical Society in Tuesdays and Wednesdays for groups of five (5) or more. The fee is \$100.00 for 5-10 persons and \$200.00 for 11 – 20 persons, made payable to the Historical Society. Reservations can be made through Community Relations at (949) 597-4360.

##### **Community Access, Vehicle Decal Policy**

To obtain a decal, Residents must show proof of a current and valid driver's license or a signed statement that the Resident does not drive the vehicle. No Recreational Vehicles may be parked in the community for more than six (6) hours. (90-03-28, 03/04/03)

### **Distribution Policy, Election Material**

Election signs and placards, either for offices or otherwise are prohibited on or within GRF property, except upon written approval of the GRF Board of Directors. Signs placards, and printed materials are prohibited in the Community Center, except upon prior written approval of the GRF Board of Directors. Any sign, placard or printed literature for which prior written approval was given by the GRF Board of Directors shall have the name of the individual or organization responsible for the display and/or distribution clearly identified on the placard or printed material. (G-01-65, 08/07/01)

### **Distribution Policy, Publications**

Any individual or entity wishing to distribute publications is requested to comply with all distribution rules and complete an application form, to be obtained from Community Access, including:

1. The name of the individual or entity intending to distribute such publication within the gates of this private community;
2. The address, phone number, fax number, e-mail address and other pertinent identifying information so as to permit contact with the Publisher;
3. The name or names of contact persons representing the Publisher;
4. If available, the name or names of the particular employees or agents who will be distributing the publication on behalf of the Publisher;
5. A sample or samples of the publication to be distributed;
6. A brief statement as to the date and times and frequency with which the Publisher intends to deliver its publication;
7. A statement to be executed by the Publisher pursuant to which the Publisher acknowledges that he, she, or it will be responsible for all acts of its employee or agents while they are distributing the publication on behalf of the Publisher within the community, as well as agreeing to abide and be bound by the Corporations' reasonable rules regarding distribution of all publications;
8. An acknowledgement by the Publisher that it shall only be entitled to distribute its publication following receipt of the Application from the Golden Rain Foundation, which Application shall be automatically issued by GRF's managing agent on behalf of the GRF following processing of the Application, which shall be done promptly. The application shall state that the Publisher shall be required to produce a copy of the Application form fully filled out to Community Access prior to gaining access to the community.
9. Any distribution of a publication must be made during normal business hours, Monday through Friday (except newspaper delivery);
10. While on the premises, knocking on doors, business solicitation, or other behavior which intrudes on the privacy of residents is prohibited;
11. Door-to-door distribution of publications shall be permitted, so long as residents are not disturbed;
12. The Publisher, its employees or agents must bring and present the Application fully filled out to Community Access prior to gaining access to the community;
13. All distribution must comply with state and federal laws. (G-98-55, 7/7/98)

### **Traffic, Parking of Resident Owned Vehicles**

No vehicles except the following resident owned passenger vehicles shall be regularly parked on property owned by Golden Rain Foundation of Laguna Hills:

Golf carts, bicycles, two wheeled motor vehicles, station wagons, two door, four door, hatchback passenger vehicles, vans, and pickup trucks with a permanent shell or manufactured custom-fitted covering enclosing the entire bed of said pick-up trucks;

Said vehicles described above shall be used primarily for the transportation of the driver and passengers. Vehicles displaying commercial or private advertising shall not be permitted. These restrictions do not apply to vehicles used by employees or visitors of residents and/or vendors temporarily parked within the private community. No vehicle may have major repairs or be rebuilt on the property of Golden Rain Foundation. The Managing Agent shall issue traffic citations to all vehicles in violation of this resolution. (G-86-095, 08/05/86)

### **Traffic, RV Storage Lots A & B Rules**

The Security Division (949) 580-1400 has the primary responsibility for administration, governance and coordinating maintenance issues of the Recreational Parking Lot A and B.

The following described resident owned, operated and DMV registered recreational vehicles are eligible to be placed in a leased RV space. All vehicles must be in operating condition.

- Travel trailers 13 to 40 feet in length
- Fifth wheel trailers 15 to 40 feet in length
- Folding camp trailers
- Class A recreational motor home, built on a truck chassis with gasoline or diesel engine
- Class C recreational motor home, built on a modified van chassis and usually overhangs the cab
- Class B conversion van camper (May have a raised roof)
- Truck camper or cab over camper, but detaching the cab over camper from the truck for the purpose of stowing the camper shell is not permitted in the RV lots
- Boats with trailers (personal water craft i.e. Jet Skis, Sea Doos or similar vessel are also allowed as space permits)

The following described vehicles are not permitted to be placed in a leased RV space:

- Any and all flat bed trailers of any length
- Any trailer used to transport motorcycles or personal water craft
- Any trailer used to transport go carts
- U-Haul open or closed type trailers
- Any trailer converted into a storage unit
- Any boat trailer without a boat also registered to the resident

- Any trailer used to transport cargo and was not intended by the manufacturer for human habitation
- No horse trailers (Contact equestrian center for storage)

All recreational vehicles must be in operating condition at all times and must be currently registered in the state of California (or any other state) with current tags placed on the vehicle license plate.

A one-time exception is one year to allow residents with special circumstances to provide a certificate of non-operation issued by the DMV in lieu of a current vehicle registration. Special circumstances might include temporary physical impairment or other reasons deemed valid by the Security Director, but will not include the vehicle being inoperable.

Out of State registered vehicles must be in the process of a California registration and submit official paperwork from California DMV supporting this at time of application unless they provide proof supporting their exemption from California registration.

Only recreational vehicles registered solely to a resident or residents of the community will be given permits. A resident owner or resident owners of a currently registered Recreation Vehicle will provide the following information at the time of application to rent a RV space and must keep all documents current. A Valid Driver's License, Name and Telephone number of the insurance carrier and vehicle registration papers. In addition the Security Division must verify the vehicle before it is placed in the assigned space.

Except where otherwise defined and /or approved by GRF directive; Recreational Vehicles will be defined in accordance with California Health and Safety Code 18010

"Recreational vehicle" means both of the following:

- (a) A motor home, travel trailer, truck camper, or camping trailer, with or without motive power, designed for human habitation for recreational, emergency, or other occupancy, that meets all of the following criteria:
  - (1) It contains less than 320 square feet of internal living room area, excluding built-in equipment, including, but not limited to, wardrobe, closets, cabinets, kitchen units or fixtures, and bath or toilet rooms.
  - (2) It contains 400 square feet or less of gross area measured at maximum horizontal projections.
  - (3) It is built on a single chassis.
  - (4) It is either self-propelled, truck-mounted, or permanently towable on the highways without a permit
- (b) A park trailer, as defined in Section 18009.3

Any changes in the vehicle ownership, address, insurance or phone number of the owner, or the license plate number of the vehicle, must be reported to the Security Division within seven (7) days of the change.

Spaces in the RVPA lots will be assigned by the Security Division on a first come, first served basis, one vehicle per space. One space per manor occupied by a legal resident / s or legal lessee unless exception is granted by the Golden Rain Foundation. Multiple manors owned does not equate to multiple RV parking space allocations. In addition, spaces will be assigned by the length of the vehicle in order to make the best use of the available spaces. Space assignments are subject to change upon notification. Vehicle may only be parked within the footprint of the assigned space. A car caddy may be parked with a motor home. Vehicles not parked in their assigned space will be subject to tow at owners' expense.

No structures of any kind may be erected on the lessee space (i.e. tents, canvas covers, portable garage etc.).

Security may request that a RV be moved as required for maintenance of the RV lot. When a 10-day notice has been issued, and if the vehicle has not been moved, Staff may move the vehicle or have the vehicle moved. All costs incurred will then be charged to the lessee of the space.

Fees:

Resident or lessee fee is \$150.00 per space per year. Annual billing is sent out each January, for all RVs stored in the RV lots as of January 1 of each year. A pro rated refund will be given if the RV space is cancelled during the year.

RVPA keys or access shall only be granted to those residents having an RVPA permit. In order for a non-resident to tend to a permitted vehicle without the permitted resident being present a Letter of Authorization must be on file in the Security Division. The authorized person then will contact security to gain access to the lot. A maximum of two keys or cards per space will be issued. The Lessee will be the only one issued a key or card for access to the lots. Residents may not give or loan their keys or cards to anyone.

The Security Division will charge \$10.00 as a deposit for the keys or cards. This fee is refundable upon return to the Security Division. Keys must be returned to Security and cards deactivated upon cancellation of the space. The fee for replacement of lost keys or cards is \$25.00 and it is not refundable.

Current copy of Security's S.O.P. governing RVPA # A and # B will be issued to the responsible party of the leased space at time of application. Security will notify lessees when S.O.P. is revised.

The Security Division will strictly enforce all rules and regulations. Violators will be cited, and continued violations could result in GRF imposing a fine of up to \$500.00 and/or restricting privileges. Any exceptions to these operating procedures require approval of the Director of Security or designee and / or Golden Rain Foundation. Notice of Violation (N.O.V's) records shall be kept for three years. The Board of

Directors of the Corporation shall establish penalties for violations of these regulations. Penalties may be greater for repeated violations within a three-year period.

It is prohibited to allow RVs to be plugged into the electrical outlets in the light poles for more than three days in a 30-day period. When Security observes an infraction of this rule, the RV will be issued a "Notice of Violation" and will be unplugged without notice to the resident.

If a vehicle is occupied (lived in) while it is parked in the RVPA or within the community the responsible resident (space lessee) will be issued a "Notice of Violation".

The speed limit within the RVPA shall not exceed 10 miles per hour. Violators will be issued a "Notice of Violation".

Residents are required to keep the area around their RVs clean and free of litter at all times. All trash is to be placed in trash containers. No debris shall be tossed onto the slopes. No hazardous materials are to be disposed of in the RVPA (i.e. batteries, tires, anti-freeze and other vehicle fluids). Residents should be conscious of "standing water" and make every effort to avoid this (i.e. drain plug pulled, covers taunt, etc.) Violations observed will result in a "Notice of Violation".

No storage of any kind is permitted outside of the RV. Violations observed within a lessee's space will result in a "Notice of Violation".

Blocks or planks shall be used under jacks or iron wheels, etc. to prevent excessive loads on the asphalt. Violations observed within a lessee's space will result in a "Notice of Violation".

Wheels of the RVs shall be blocked to prevent accidental coasting or movement due to strong winds or other conditions. Violations observed within a lessee's space will result in a "Notice of Violation".

The rules regarding use of the wash area and/ or sanitary connections are posted and must be followed. Violations observed will result in a "Notice of Violation".

Damage to other vehicles shall be reported to the owner of the vehicle and to the Security Division in accordance with the California DMV Code Section 20002.

No repairs shall be permitted on the premises. The vehicle must be removed from the RVPA for any repairs. No work shall be done to an RV while in the lot that would tend to litter the area around the space, such as removing wheels and tires, overhauling, reconstruction, changing engine oil, etc. Security Division may allow a variance to the above based upon exigent circumstances.

Vehicles must be parked legally, and not block the right of way of any other vehicle.

A resident's car may be parked in the RVPA space assigned to that resident's registered recreational vehicle when the registered recreational vehicle is not present.

RVs may be parked at the resident's manor for up to six hours while the vehicle is being loaded or un-loaded. If more time is required then arrangements must be made with the Security Division through the Watch Commander.

Any prior rules or agreements in existence at the time these operating procedures are adopted are superseded and canceled.

Non-payment of fees in addition to any late fees incurred may result in the disciplinary procedure being implemented by GRF and imposition of fines up to \$500.00 and/or restricting privileges. (90-05-57, 08/02/05)

**Traffic, Towing Policy**

The managing agent of this corporation is hereby authorized and directed to enforce said towing policy in accordance with the applicable provisions of the California Vehicle Code (G-86-121, 11/04/86).


