

Laurelmont

Community Association



**The regular meeting of the Board of Directors of the Laurelmont
Community Association will be held on:**

Tuesday, March 30, 2021

Meeting Held Via Teleconference

**Executive Session Packet
6:00 p.m.**

**THE INFORMATION CONTAINED HEREIN IS STRICTLY CONFIDENTIAL AND IS TO BE
USED FOR REVIEW BY MEMBERS OF THE BOARD OF DIRECTORS ONLY**

LAURELMONT COMMUNITY ASSOCIATION
MEETING OF THE BOARD OF DIRECTORS
EXECUTIVE SESSION AGENDA
(BOARD MEMBERS ONLY)
March 30, 2021

CALL TO ORDER	6:00pm
I. MEETING WITH LEGAL COUNSEL	
A. Code of Conduct – David Cane @ 6pm	pg. 3-8
II. VENDOR MEETINGS	
A. Wood Trim Replacement – Justin Koch @ 630pm	pg. 9-20
B. Insurance – Brian Kalmenson @ 645pm	pg. 21-38
III. ARCHITECTURAL CONTROL PROCEDURES	
A. 29 Primrose Back Fence – Kathy (Otis HOA) @ 700pm	pg. 39
IV. 3RD PARTY CONTRACTS	
A. Great Scott Tree Service	pg. 40
B. Villa Park (past due invoice)	pg. 41
C. Animal Pest Management	pg. 44
D. Patrol Masters	
E. Pool Maintenance Bids	pg. 45-50
V. HOMEOWNER NON-COMPLIANCE	pg. 51-52
A. 49 Primrose Update	pg. 53-55
B. 51 Primrose Update	pg. 56
VI. DELINQUENCY REPORT	pg. 57-58
VII. PRIOR MANAGEMENT COMPANY’S ACTION LIST	pg. 59-74
ADJOURN	7:30pm

Meeting Will Be Held Via
Zoom Conference Call

Meeting ID: 331 159 6073
Password: 6532

Phone +1 669 900 6833

Homeowners may join the call to participate in the Open Forum by installing Zoom on any device and entering the meeting ID and password above

Otis HOA Management
23120 Alicia Parkway, Suite 215
Mission Viejo, CA 92692
Phone/Fax: 888-516-6532

LAURELMONT COMMUNITY ASSOCIATION
BOARD OF DIRECTORS CODE OF CONDUCT
AND
CONFLICT OF INTEREST POLICY

Adopted _____

The Board of Directors has adopted the following Policy for its board members. This Policy is intended to provide guidance with ethical, proper decorum, and conflict of interest issues and a mechanism for addressing conduct in violation of the Policy.

A. BOARD RESPONSIBILITIES.

Directors' duties generally include enforcing the association's governing documents, collecting and preserve the association's financial resources, insuring the association's assets against loss, and keeping the common areas in a state of good repair. To fulfill that responsibility, directors must:

- Regularly attend board meetings,
- Review material provided in preparation for board meetings,
- Review the association's financial reports,
- Make reasonable inquiry before making decisions;
- Make decisions that the director believes, in good faith, are in the best interest of the community as a whole; and
- Comply with a duly approved action of the Board

B. PROFESSIONAL CONDUCT.

In general, directors must conduct all dealings between fellow directors, committee members, vendors, employees, and managing agents with honesty and fairness, and safeguard the association's corporate information. Board members shall not act contrary to an approved board action, unless authorized by the board. Each director shall act in good faith, in a manner the director believes to be in the best interests of the association and with such care, including reasonable inquiry, as an ordinarily prudent person in a like position would use under similar circumstances.

1. Director Conduct

Directors are obligated to act with proper decorum. Although they may disagree with the opinions of others on the board or committee, they must act with civility, courtesy, respect, and dignity and not make personal attacks on others. Accordingly, directors must focus on issues, not personalities, and conduct themselves with courtesy and respect toward each other and toward managing agents, vendors, members of the association, and residents. Directors shall act in accordance with board decisions and shall not act unilaterally or contrary to the board's decisions. The following are examples of impermissible abusive conduct:

- Disruption of, or threatening to disrupt, Association business operations, meetings, events, gatherings, or other business affairs.

- Threatening the health or safety of another resident, a Board member, or committee member, third-party contractors and sub-contractors, management or staff member.
- Intentionally causing damage to any real or personal property owned or maintained by the Association or any other resident.
- Engaging in loud, offensive, profane, vulgar, insulting, demeaning, abusive, or threatening language or manner.

Once a majority of the Board members have made a lawful decision, it is a Board member's responsibility to abide by that decision, without additional or continuing criticism and argument even if the Director might not personally agree with it. An important part of serving on a Board of Directors is the understanding that a lawful decision requires the approval of a majority of the Directors present at a meeting, provided a quorum is established, not unanimous approval, and that once discussion on a motion is closed and the question is called and a decision made by a majority of the Directors, the matter is not subject to further discussion and debate.

At Board meetings, a Director shall not express his or her opinion regarding Association matters to a homeowner until the Board of Directors has discussed the matter and made a decision. If, after the Board has made a decision, a Director wishes to comment on an Association matter that is not privileged or confidential, a Director who makes a comment to a member or group of members must clearly state that the Director's statements are not made on behalf of the Association and are not made as a formal Association opinion, unless the Board of Directors specifically authorizes the Director to make a statement on behalf of the Association. As a means of preventing irreparable harm to the Association, no Director shall disclose or publish to any member or other Person(s) any written statement or opinion concerning Association matters without first submitting the material to the Board of Directors for review and comment.

2. Avoiding Conflicts of Interest/ Self-Dealing.

A "Conflict of Interest" relates to any situation where a director's personal interests may be incompatible or conflict with his or her responsibilities to the association. Similarly, self-dealing occurs when directors make decisions that materially benefit themselves or their relatives or friends at the expense of the association's interests. "Relatives" include a person's spouse, parents, siblings, children, mothers and fathers-in-law, sons and daughters-in-law, brothers and sisters-in-law and anyone who shares the person's residence. Benefits include money, privileges, special benefits, gifts, or other item of value. Accordingly, no director may:

- Solicit or receive any compensation from the association for serving on the board or any committee,
- Make promises to vendors unless with prior approval from the board,
- Solicit or receive any gift, gratuity, favor, entertainment, loan, or any other thing of value for themselves or their Relatives from a person or company who is seeking a business or financial relationship with the association,
- Seek preferential treatment for themselves or their Relatives,
- Use association property, services, equipment or business for the gain or benefit of themselves or their Relatives, except as is provided for all members of the association,
- Use special knowledge gained from being on the board to the director's personal or

financial advantage;

Directors are further subject to the provisions of California Corporations Code Section 7233 and California Civil Code Section 5350 regarding conflicts of interest and must comply with all requirements, restrictions and processes set forth in those Sections. Civil Code section 5350 provides that a Director shall not vote on any of the following matters:

- Discipline of the Director Committee Member;
- An assessment against the Director Committee Member for damage to the common area or facilities;
- A request by the Director Committee Member for a payment plan for overdue assessments;
- A decision whether to foreclose on a lien on the separate interest of the Director Committee Member;
- Review of a proposed physical change to the Director's Committee Member's separate interest; and
- A grant of exclusive use common area to the Director Committee Member.

Additionally, situations may arise that are not expressly covered by the foregoing statutes or this Policy or where the proper course of action is unclear. A director should immediately raise such questions with the board. If needed, the board will seek guidance from the association's legal counsel.

3. Confidential Information.

The following description of Executive Session Information, Attorney-Client Privileged Communications, and Other Information, as defined below (collectively, the "Confidential Information"), is a non-exhaustive list of information each director has a duty to keep confidential, unless otherwise authorized by consent of the board.

a. Executive Session Confidentiality Under Civil Code.

Civil Code section 4935 provides that the Board shall meet in executive session to consider topics concerning the following matters (collectively, "Executive Session Information"):

- i. legal disputes/litigation;
- ii. matters relating to the formation of contracts with third parties;
- iii. member discipline;
- iv. personnel matters;
- v. meeting with a member regarding the member's payment of assessments;
- vi. to discuss a member's request for a payment plan for payment of assessments;
- vii. to decide whether to foreclose on an assessment lien.

b. Attorney-Client Privileged Communications.

In general, any communications given to or received from the Association's legal counsel, whether in written, verbal, electronic, or other form, should be considered and treated as an attorney-client privileged communication, unless otherwise directed (collectively, "Attorney-Client Privileged Communications").

c. Other Information Intended to Be Confidential.

Private personal information of fellow directors and committee members should not be disclosed. If there is a question of whether particular information should be treated as confidential information, it should be brought to the attention of the board for further consideration by the board and/or the association's legal counsel before disclosure of such information.

d. Prohibited Disclosure of Confidential Information.

Directors are responsible for protecting the association's confidential information. As such they may not use confidential information for the benefit of themselves or their Relatives. Without the consent of the board, no director shall discuss with, or otherwise disclose or publish, in any form, any Confidential Information to any person who is not a director or authorized agent of the association (e.g., managing agent or legal counsel). Failure to protect the Confidential Information of the association constitutes a breach of fiduciary duty.

4. Misrepresentation.

Directors may not knowingly misrepresent facts. All association data, records and reports must be accurate and truthful and prepared in a proper manner.

5. Interaction with Vendors.

The activities and affairs of the Association are governed under the power of the Board of Directors, as determined by the majority vote of the Directors. The Board generally shall communicate with members and vendors through the Association's managing agent, unless the Board designates a Director or Committee Member for this purpose. Individual Directors shall not instruct or direct Vendors concerning repair, maintenance, or replacement services or other Association business, except as authorized by the Consent of the Board.

To ensure efficient management operations, avoid conflicting instructions from the board to management or vendors, and avoid potential liability, directors shall observe the following guidelines:

- The president of the board shall serve as liaison between the board and management and provide direction on day to day matters.
- Except for the president or other director the board designates, directors may not give direction to management or vendors or otherwise interfere with management or other vendors performing their services.

- Individual directors may not interview or solicit bids from other vendors for the association, unless expressly authorized by the board.
- No director may threaten or retaliate against management or a vendor who brings information to the board regarding improper actions of a director.
- Directors are prohibited from harassing or threatening other directors, vendors, committee members, and residents, whether verbally, physically, or otherwise.

C. WHEN CONFLICTS OF INTEREST ARISE.

Situations may arise that are not expressly covered by this policy or where the proper course of action is unclear. Directors should immediately raise such situations with the board. If needed, the board will seek guidance from the association’s legal counsel.

Disclosure & Recusal. Directors must immediately disclose the existence of any known conflict of interest, whether their own or others. Directors must withdraw from participation in decisions in which they have a material interest.

D. OBLIGATIONS AFTER DISCONTINUATION OF SERVICE AS A DIRECTOR.

1. After a director discontinues his/her service as a director, the director has a continuing obligation not to disclose any Confidential Information learned during service in accordance with the requirements of this Policy and California law.
2. Upon discontinuation of service as a director, the director shall promptly do the following:
 - a. Return to the Association’s managing agent all Writings (as defined below) the director prepared or received in his/her capacity as a director;
 - b. Permanently delete any copies or electronically or magnetically stored duplicates of such Writings in the director’s possession; and
 - c. Permanently delete any other form of duplicates of such Writings.

As used herein, the term “Writings” means any handwriting, typewriting, printing, photostating, photographing, photocopying, transmitting by electronic mail or facsimile, and every other means of recording upon any tangible thing, any form of communication or representation, including letters, words, pictures, sounds, or symbols, or combinations thereof, and any record thereby created, regardless of the manner in which the record has been stored.

E. ENFORCEMENT.

A director who violates this Policy is deemed to be acting outside the course and scope of their authority. Anyone in violation of this Policy may be subject to disciplinary action, including, but not limited to, the following:

- Request to leave a meeting;

- Censure;
- Removal as an officer and/or as a committee member;
- Establishing an executive committee of the other directors to handle business as may be necessary;
- Request for resignation from the board;
- Removal by membership vote;
- Legal proceedings; and
- Any other available remedy.

Unless the board determines immediate legal action is needed, prior to taking any of the actions described above, the board shall appoint an executive committee of directors to investigate the violation. The committee shall review the evidence of the violation, endeavor to meet with the director believed to be in violation to discuss the matter, confer with the association's legal counsel, and present the committee's findings and recommendations to the board for action. The board shall seek to meet with the director in executive session prior to imposing any disciplinary action.

CERTIFICATE OF SECRETARY

I am the Secretary of Laurelmont Community Association and I certify that this Board Code of Conduct and Conflict of Interest Policy was duly adopted by a majority of the Board of Directors present at the Board meeting held on _____, 2021, at which a quorum was established.

Secretary

Laurelmont Project Paint Bid Comparison - 1/20/21

197 Total Units	Accurate / 1st Street Painting	Pacific Western Painting & Construction	Pilot Painting & Construction	Prestige Paint & Decorative
Base Bid Prep and paint specified surfaces Paint Manufacturer Sherwin Williams (Duration) Spot prime and paint 1 coat	\$ 197,940.00	\$ 166,919.67	\$ 201,500.00	\$ 147,750.00
Project Contingency Amount _____ % of Base Bid 35%	\$ 69,279.00	\$ 58,421.88	\$ 70,525.00	\$ 51,712.50
Total Project Costs Base Bid + 35% Contingency	\$ 267,219.00	\$ 225,341.55	\$ 272,025.00	\$ 199,462.50
Mobilization/Down Payment Costs	None	5-10% of contract value (Negotiable)	None	15% (\$22,163.00)
Re-mobilization Costs	None	\$500.00 (Negotiable)	\$1,500.00	10% (14,775.00)
Base Bid Includes				
Trench below grade when applicable to paint, then backfill	confirmed	confirmed	confirmed	confirmed
Project consists of wood trim and fascia only. No siding or stucco is included.	confirmed	confirmed	confirmed	confirmed
Pool building and pool trellis are included (no siding or stucco)	confirmed	confirmed	confirmed	confirmed
Wrought iron paint at homeowner entrance gate is to be included	confirmed	confirmed	confirmed	confirmed
Satellite cables are to be removed from the building to paint the wood behind it. Homeowners are responsible for reinstallation afterwards	confirmed	confirmed	confirmed	confirmed
Benches located on Primrose are included	confirmed	confirmed	confirmed	confirmed
Wood will be painted the same color as it is currently (no color change)	confirmed	confirmed	confirmed	confirmed
Pressure wash and proper preparation is needed prior to paint	confirmed	confirmed	confirmed	confirmed
Sampling of paint specs and finish of one unit (front only) is to be completed prior to production starting	confirmed	confirmed	confirmed	confirmed
If termite infested wood is discovered, termite company is to be contacted immediately to address before area can be painted	confirmed	confirmed	confirmed	please confirm this is included
Optional Items				
Apply second coat (Duration)	\$98,970.00 (In addition to base bid)	\$50,212.33 (In addition to base bid)	\$ 73,000.00	\$44,325.00 (In addition to base bid)
Full prime and paint one coat (Duration)	\$118,765.00 (In addition to base bid)	\$289,216.13 (In replacement of base bid)	\$265,000.00 (In replacement of base bid)	\$162,525.00 (In addition to base bid)
Full prime and paint one coat top caps/ wall caps only (Duration) (Paint is included in the base bid)	\$3,545.00 (In addition to base bid)	\$33,057.65 (In addition to base bid)	\$6,000.00	\$29,550 (In addition to the base bid)
Apply Second coat to Caps / Wall tops only (Duration)	\$1,420.00 (In addition to base bid)	\$34,189.98 (In addition to base bid)	\$6,500.00 (In addition to base bid)	\$8,865.00 (In addition to the base bid)
Full prime and paint second coat to Caps / Wall tops only (Duration)	\$4,965.00 (In addition to base bid)	\$42,132.98 (In addition to base bid)		\$49,250 (Is this in addition to the base bid?)
Chimney Cap housing (Tall - Difficult Access) each (metal)	\$ 350.00	Confirmed, no price difference between Chimney cap housings \$78.55	\$150.00	Confirmed, no price difference between Chimney cap housings \$250
Chimney Cap housing (Short - Easy Access) each (metal)	\$ 200.00	Confirmed, no price difference between Chimney cap housings	\$120.00	Confirmed, no price difference between Chimney cap housings
Utility doors will be painted on an as needed basis per pair (Exterior and return side only)	\$ 75.00	\$ 59.05	\$ 70.00	\$ 300.00
Homeowner front entry doors will be painted on a request basis (Doors are not included in base bid)	\$ 75.00	\$ 100.30	\$ 120.00	\$ 175.00
Stripping Entry Doors (Exterior Side) (Doors are not included in base bid)	\$550.00 each door	\$500.00 each door	\$410.00	\$275.00 each door
Homeowner garage doors will be painted on a request basis (Doors are not included in base bid)	\$ 125.00	\$ 165.48	\$ 130.00	\$ 200.00

Stripping Garage Doors (Exterior Side) (Doors are not included in base bid)	\$975.00 each door	\$500.00 each door	\$580.00	\$350.00 each door
Paint homeowner rain gutters (per unit)	No additional cost Does not include cleaning out the gutters	\$1.97 per lineal foot \$1.57 per lineal foot to clean out prior to paint Paint is \$1.55 per sqft	No additional cost to paint gutters \$90.00 per unit to clean gutters	\$200 Includes cleaning out the gutters
Paint homeowner trellis	\$2.50 per SqFt (spot prime and one coat finish) \$9.50 per SqFt (full prime and one coat finish)	Wood repair is \$69.50 per hour + material + 20% markup Page 2; Item #1 - the "Initial approved pricing" is \$2.99/sqft+T&M. Can you please clarify?	Separate quote with H.O. directly \$4.50 per SqFt (price may vary depending on prep work needed)	\$8.00 per Sqft
Spot prime and paint 1 coat (A-100)			\$ 175,500.00	N/A
Apply second coat (A-100)			\$ 63,000.00	N/A
Full prime and paint 1 coat (A-100)			\$ 236,000.00	N/A
Second coat to caps/ wall tops only (A-110)			\$ 6,500.00	N/A
Removal of nails, hooks, screws, staples, etc.	Included	Included	Included	Included
Time and Material Rate per man hour	\$55.00	\$69.50	\$55.00 per man hour \$72.00 per gallon	\$45.00 per man hour
Excluded Items				
Wood siding (contractor is responsible for touchups if stucco is not properly masked/protected).				No action
Building stucco (contractor is responsible for touchups if stucco is not properly masked/protected).				No action
Pool wrought iron				No action
Homeowner gutters (optional price to be provided)	no charge Does not include cleaning out gutters		No Charge	No action
Homeowner trellis (optional price to be provided)	Individual quote to be provided to homeowner directly		Individual quote to be provided to homeowner directly	No action
Project Total				

		Accurate (First Street)	Pacific Western	Pilot Painting	Prestige
Warranties	Stucco:	N/A	N/A	N/A	N/A
	Wood:	4 years	5 years	3 years	5 years
	Metal:	2 years	3 years	2 years	5 years
	Copper:	N/A	N/A	N/A	N/A
Posting homeowner notices prior to work beginning		Yes	Yes	Yes	Yes
Was proposal submitted on time?		Yes	Yes	Yes	Yes
If additional paint is needed to meet Sherwin Williams Spec per what has been estimated, how will this be handled?		Confirmed - No additional costs to meet Sherwin Williams spec's if bid is under estimated	Confirmed - No additional costs to meet Sherwin Williams spec's if bid is under estimated	Confirmed - No additional costs to meet Sherwin Williams spec's if bid is under estimated	Confirmed - No additional costs to meet Sherwin Williams spec's if bid is under estimated
Approximate Job Duration (weather permitting and full cooperation of residents)		3 months	4 to 5 months	79 Working Days	18 weeks
Bid price expiration		4/30/2021	3/30/2021	90 days from 12/23/20	None listed, please provide if there is an expiration.

Notes/Questions/Comments

Laurelmont HOA

Wood Components - Bid Form - Attachment A

Wood Component	Size	Community Length (Assumption)	Unit of Measure	DF #1		DF #1		WindsorOne		DF #1		DF #1	
				Accurate	Unit Cost Per One Unit of Measure	Extended Cost for Community	Pacific Western	Unit Cost Per One Unit of Measure	Extended Cost for Community	Pilot	Unit Cost Per One Unit of Measure	Extended Cost for Community	Prestige
Fascia	2x10	974	1 LnFt	\$34.50	\$33,603.00	\$16.52	\$16,090.48	\$24.23	\$23,600.02	\$21.00	\$20,454.00	\$15.00	\$14,610.00
Fascia Shadow Board	2x6	2157	1 LnFt	\$17.25	\$37,208.25	\$11.91	\$25,689.87	\$15.35	\$33,109.95	\$10.00	\$21,570.00	\$15.00	\$32,355.00
Gable Fascia	2x10	410	1 LnFt	\$34.50	\$14,145.00	\$16.52	\$6,773.20	\$24.25	\$9,946.60	\$22.00	\$9,020.00	\$17.00	\$6,970.00
Gable Shadow Board	2x6	1286	1 LnFt	\$17.25	\$22,183.50	\$11.91	\$15,316.26	\$15.35	\$19,740.10	\$10.00	\$12,860.00	\$17.00	\$21,862.00
Gable Jamb	2x8	24	1 LnFt	\$138.00	\$3,312.00	\$15.27	\$366.48	\$20.68	\$496.32	\$22.00	\$528.00	\$12.00	\$288.00
Window Trim	2x4	716	1 LnFt	\$17.25	\$12,351.00	\$9.03	\$6,465.48	\$11.18	\$8,004.88	\$10.00	\$7,160.00	\$8.00	\$5,728.00
Window Trim	2x6	123	1 LnFt	\$17.25	\$2,121.75	\$11.50	\$1,414.50	\$14.92	\$1,835.16	\$11.00	\$1,353.00	\$10.00	\$1,230.00
Window Trim	2x8	24	1 LnFt	\$17.25	\$414.00	\$13.80	\$331.20	\$19.30	\$463.20	\$13.00	\$312.00	\$12.00	\$288.00
Bay Window Trim	2x6	93	1 LnFt	\$34.50	\$3,208.50	\$11.55	\$1,074.15	\$14.96	\$1,391.28	\$11.00	\$1,023.00	\$10.00	\$930.00
Bay Window Fascia	2x10	52	1 LnFt	\$51.75	\$2,691.00	\$17.01	\$884.52	\$24.63	\$1,280.76	\$14.00	\$728.00	\$12.00	\$624.00
Corner Trim	2x2	20	1 LnFt	\$34.50	\$690.00	\$7.31	\$146.20	\$8.27	\$165.40	\$8.00	\$160.00	\$8.00	\$160.00
Corner Trim	2x4	374	1 LnFt	\$34.50	\$12,903.00	\$9.05	\$3,384.70	\$11.20	\$4,188.80	\$10.00	\$3,740.00	\$10.00	\$3,740.00
Corner Trim	2x6	8	1 LnFt	\$34.50	\$276.00	\$12.95	\$103.60	\$16.65	\$133.20	\$11.00	\$88.00	\$12.00	\$96.00
Gate Trim	1x2	8	1 LnFt	\$17.25	\$138.00	\$7.32	\$58.56	\$7.06	\$56.48	\$7.00	\$56.00	\$5.00	\$48.00
Gate Trim	2x4	34	1 LnFt	\$25.87	\$879.58	\$9.42	\$320.28	\$11.51	\$391.34	\$9.00	\$306.00	\$7.00	\$238.00
Gate Trim	2x6	82	1 LnFt	\$25.87	\$2,121.34	\$11.60	\$951.20	\$14.98	\$1,228.36	\$11.00	\$902.00	\$8.00	\$656.00
Gate Trim	2x8	95	1 LnFt	\$34.50	\$3,277.50	\$13.16	\$1,250.20	\$18.73	\$1,779.35	\$13.00	\$1,235.00	\$9.00	\$855.00
Entry Door Trim	2x4	72	1 LnFt	\$25.87	\$1,862.64	\$9.23	\$664.56	\$11.33	\$815.76	\$11.00	\$792.00	\$8.00	\$576.00
Entry Door Trim	2x6	26	1 LnFt	\$25.87	\$672.62	\$11.95	\$310.70	\$15.37	\$399.62	\$10.00	\$260.00	\$9.00	\$234.00
Entry Door Trim	2x8	8	1 LnFt	\$25.87	\$206.96	\$14.71	\$117.68	\$20.80	\$166.40	\$13.00	\$104.00	\$10.00	\$80.00
Wall Caps	2x6	48	1 LnFt	\$25.87	\$1,241.76	\$12.17	\$584.16	\$15.65	\$751.20	\$10.00	\$480.00	\$7.00	\$336.00
Wall Caps	2x8	215	1 LnFt	\$25.87	\$5,562.05	\$13.86	\$2,979.90	\$19.39	\$4,168.85	\$13.00	\$2,795.00	\$8.00	\$1,720.00
Wall Caps	2x10	41	1 LnFt	\$25.87	\$1,060.67	\$17.19	\$704.79	\$24.74	\$1,014.34	\$14.00	\$574.00	\$9.00	\$369.00
Belly Band	2x10	345	1 LnFt	\$29.57	\$10,201.65	\$16.56	\$5,713.20	\$24.27	\$8,373.15	\$17.00	\$5,865.00	\$12.00	\$4,140.00
Garage Jamb	2x8	146	1 LnFt	\$34.50	\$5,037.00	\$13.08	\$1,909.68	\$18.67	\$2,725.82	\$23.00	\$3,358.00	\$22.00	\$3,212.00
Garage Trim	2x6	644	1 LnFt	\$25.87	\$16,660.28	\$11.35	\$7,309.40	\$14.82	\$9,544.08	\$13.00	\$8,372.00	\$12.00	\$7,228.00
Garage Trim	1x4	8	1 LnFt	\$25.87	\$206.96	\$9.00	\$72.00	\$8.97	\$71.76	\$8.00	\$64.00	\$8.00	\$64.00
Soffit Trim	1x2	12	1 LnFt	\$17.25	\$207.00	\$7.22	\$86.64	\$6.76	\$81.12	\$7.00	\$84.00	\$8.00	\$96.00
Wall Trim	1x2	30	1 LnFt	\$17.25	\$517.50	\$6.57	\$197.10	\$6.40	\$192.00	\$7.00	\$210.00	\$6.00	\$180.00
Wall Trim	2x4	21	1 LnFt	\$17.25	\$362.25	\$9.81	\$206.01	\$11.72	\$246.12	\$9.00	\$189.00	\$7.00	\$147.00
Wall Trim	2x6	46	1 LnFt	\$17.25	\$793.50	\$11.68	\$537.28	\$15.12	\$695.52	\$11.00	\$506.00	\$8.00	\$368.00
Wall Trim	2x8	8	1 LnFt	\$25.87	\$206.96	\$14.71	\$117.68	\$20.00	\$160.00	\$13.00	\$104.00	\$9.00	\$72.00
Potshel Trim	2x12	56	1 LnFt	\$34.50	\$1,932.00	\$19.44	\$1,088.64	\$28.52	\$1,597.12	\$16.00	\$896.00	\$16.00	\$896.00
Potshel Trim	2x10	234	1 LnFt	\$34.50	\$8,073.00	\$16.59	\$3,882.06	\$24.30	\$5,686.20	\$15.00	\$3,510.00	\$14.00	\$3,276.00
Potshel Trim	2x6	133	1 LnFt	\$25.87	\$3,440.71	\$12.06	\$1,603.98	\$15.45	\$2,054.85	\$11.00	\$1,464.00	\$12.00	\$1,596.00
Chimney Trim	2x10	48	1 LnFt	\$25.87	\$1,241.76	\$16.82	\$807.36	\$24.66	\$1,183.68	\$21.00	\$1,008.00	\$10.00	\$480.00
Chimney Trim	2x6	94	1 LnFt	\$25.87	\$2,431.78	\$12.11	\$1,138.34	\$15.50	\$1,457.00	\$11.00	\$1,034.00	\$16.00	\$1,504.00
Radius Trim	2x4	10	1 LnFt	\$69.00	\$690.00	\$27.01	\$270.10	N/A	See DF#1	\$32.00	\$320.00	\$28.00	\$280.00
Radius Trim	2x6	8	1 LnFt	\$69.00	\$552.00	\$32.36	\$258.88	N/A	See DF#1	\$22.00	\$176.00	\$32.00	\$256.00
Meter Closet Trim	2x4	72	1 LnFt	\$25.87	\$1,862.64	\$9.23	\$664.56	\$11.33	\$815.76	\$10.00	\$720.00	\$8.00	\$576.00
Arch Trim	2x6	10	1 LnFt	\$27.60	\$276.00	\$30.46	\$304.60	N/A	See DF#1	\$32.00	\$320.00	\$6.00	\$60.00
Rafter Tail (2x6x3)	2x6	3	1 LnFt	\$17.25	\$51.75	\$31.29	\$93.87	\$35.53	\$106.59	\$220.00	\$660.00	\$18.00	\$54.00
Rafter Tail (2x8x3)	2x8	6	1 LnFt	\$17.25	\$103.50	\$35.00	\$210.00	\$40.61	\$243.66	\$230.00	\$1,380.00	\$20.00	\$120.00
Frieze Block (2x4)	2x4	1	1 LnFt	\$17.25	\$17.25	\$25.54	\$25.54	\$29.42	\$29.42	\$17.00	\$17.00	\$12.00	\$12.00
Frieze Block (2x8x3)	2x8	3	1 LnFt	\$17.25	\$51.75	\$26.20	\$78.60	\$32.17	\$96.51	\$25.00	\$75.00	\$14.00	\$42.00
Trim	2x6	16	1 LnFt	\$34.50	\$552.00	\$14.39	\$230.24	\$17.65	\$282.40	\$12.00	\$192.00	\$8.00	\$128.00
Trim	2x8	8	1 LnFt	\$34.50	\$276.00	\$16.73	\$133.84	\$22.70	\$181.60	\$13.00	\$104.00	\$9.00	\$72.00
Trim	2x10	32	1 LnFt	\$34.50	\$1,104.00	\$18.00	\$576.00	\$25.53	\$816.96	\$15.00	\$480.00	\$10.00	\$320.00
6x6 entry post	6x6x16 (each)	2	Each	\$2,208.00	\$4,416.00	\$1,050.67	\$2,101.34	N/A	See DF#1	\$380.00	\$760.00	\$250.00	\$500.00
Bondo	Each	102	Each	\$69.00	\$7,038.00	\$61.36	\$6,258.72	N/A	See DF#1	\$50.00	\$5,100.00	\$45.00	\$4,590.00
Corbel Ends	Each	3	Each	\$414.00	\$1,242.00	\$200.83	\$602.49	N/A	See DF#1	\$290.00	\$870.00	\$55.00	\$165.00
Time and Material Rate	Per Man Hour	TBD	Per Man Hour	\$120.00		\$69.50				\$56.00			
Stucco Texture Repair	-	-	1 SqFt	\$75.00		\$11.75						\$18.00	

Stucco System Repair	-	-	1 SqFt
Wood Siding (If Applicable)	-	-	1 LnFt
Totals			

\$136.00	
\$13.80	
\$231,675.36	

\$30.00			
\$19.71			
\$122,460.82		\$161,564.82	

\$124,337.00	

\$25.00	
\$30.00	
\$124,927.00	

Additional Options				Accurate	
Pot shelf waterproofing/repair	Each	TBD	Each	\$950.00	
Cost to Replace Full Chimney Cap (DF #1 or better)	Each	TBD	Each	\$650.00	
Cost to Replace Full Chimney Cap (WindsorONE)	Each	TBD	Each	\$750.00	
*Community may decide to replace all Chimney Caps					
**Option - Cost to perform a PROBING inspection prior to project start and provide a workable matrix per unit/building				No Charge if awarded Project	
**Option - Cost to perform a VISUAL inspection prior to project start and provide a workable matrix per unit/building					

Pacific Western	
\$1,834.43	
\$2,152.18	
\$2,312.37	

\$9,791.64	
------------	--

\$5,087.00	
------------	--

Pilot	
\$900.00	
\$425.00	
\$570.00	

\$2,955.00	
------------	--

Prestige	
\$1,675.00	

--	--

Laurelmont Wood and Paint Comparison

	Accurate	1st Street	Pacific Western	Pilot	Prestige
	Line Cost	Line Cost	Line Cost	Line Cost	Line Cost
Wood Base Bid (Unit Cost with "Assumptions")	\$231,675.36	N/A	\$122,460.82	\$124,337.00	\$124,927.00
Paint Base Bid	N/A	\$197,940.00	\$166,919.67	\$201,500.00	\$147,750.00
Wood and Paint Base Bid Contingency (35% - adjustable)	\$81,086.38	\$69,279.00	\$101,283.17	\$114,042.95	\$95,436.95
Wood and Deck Project Total with Contingency	\$579,980.74		\$390,663.66	\$439,879.95	\$368,113.95
Selected Wood Options	TBD		TBD	TBD	TBD
Selected Paint Options		TBD	TBD	TBD	TBD
Time and Material for additional work (Per Man Hour)	\$120.00	\$55.00	\$69.50	\$55.00	\$45.00

Jessica Flicker

From: Justin Koch <Justin@rossmgmt.com>
Sent: Wednesday, February 10, 2021 6:33 PM
To: Tom James
Cc: Jessica Flicker; Desmond Kasavan
Subject: RE: Laurelmont - Paint Scenarios
Attachments: Laurelmont - Master Bid Sheet.pdf; RE: Laurelmont - Paint Spec Questions

[EXTERNAL EMAIL] This email originated from outside of Associa.

Hi Tom,

I'm still gathering information on the option 4.A and do not yet have pricing. I did reach out to Marc with Sherwin Williams to get his thoughts on the various scenarios which might help in deciding which options to consider. Email is attached along with the option form for easy reference.

Thank you,




Justin Koch
Project Manager



📞 714.380.6701 | cell 714.483.9335

✉ justin@rossmgmt.com

🌐 rossmgmt.com | 

📍 17671 Irvine Boulevard, Ste. 201
Tustin, California 92780

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From: Justin Koch
Sent: Monday, February 08, 2021 5:01 PM
To: Tom James <tjames@tjames.net>
Cc: Jessica Flicker <Jessica.Flicker@associa.us>; Desmond Kasavan <desmond@dhhktrans.com>
Subject: RE: Laurelmont - Paint Scenarios

Hi Tom,

Chimney housing typically doesn't need to be lifted to replace the wood, however, I'm sure in some scenarios they may need to be. In the event the chimney housing does need to be lifted, I completely agree they should be reseated in a polyurethane sealant.

If it doesn't need to be lifted, then a caulking should work where the metal meets the wood. I see only one downside to caulking the seam though. In the event water gets under the metal chimney housing, the water then has no point to drain since the bottom is sealed.

Thank you,




Justin Koch
Project Manager



📞 714.380.6701 | cell 714.483.9335

✉️ justin@rossmgmt.com

🌐 rossmgmt.com | 

📍 17671 Irvine Boulevard, Ste. 201
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From: Tom James <tjames@tjames.net>
Sent: Monday, February 08, 2021 4:29 PM
To: Justin Koch <Justin@rossmgmt.com>
Cc: Jessica Flicker <Jessica.Flicker@associa.us>; Desmond Kasavan <desmond@dhhktrans.com>
Subject: Re: Laurelmont - Paint Scenarios

It appears to me that to replace the wood, as necessary on my place for example, the metal chimney cap would need to be lifted and reinstalled after wood replacement. In that case there would need to be sealant of some type installed prior to seating the chimney cap. Otherwise, caulking around the edge of the chimney cap would be the norm. Is that a correct assumption?

Thanks Justin,

Tom James

Sent from my iPhone

On Feb 8, 2021, at 4:16 PM, Justin Koch <Justin@rossmgmt.com> wrote:

Good afternoon Tom,

I wanted to get clarification regarding the request to caulk at chimneys where the housing and wood meet. I made a quick PDF with arrows pointing to what looks to be this junction referenced. Can you please advise if this is the correct location?

Thank you,

<image001.jpg>

Justin Koch

Project Manager

<image003.jpg>

<image004.jpg><image005.jpg><image002.jpg> <image018.gif>

<image017.jpg>

<image019.jpg> 714.380.6701 | cel

<image020.jpg> justin@rossmgmt.com

<image021.jpg> rossmgmt.com | <i

<image023.jpg> 17671 Irvine Boule
Tustin, California 9

<image024.gif>

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From: Justin Koch
Sent: Friday, February 05, 2021 4:34 PM
To: Tom James <tjames@tjames.net>
Cc: Jessica Flicker <Jessica.Flicker@associa.us>
Subject: Laurelmont - Paint Scenarios

Good afternoon Tom,

Thank you for your time on the phone earlier, I think this should capture the various scenarios and pricing for the paint project. Please take a look and let me know if this is what you had in mind. Please note, a few final small additions will be included once the information is available. I will be working on getting pricing for 4.A (TBD). References will be sent early next week from the contractors.

Note:

2.B and 3.A are the same.

2.C and 3.C are the same.

Thank you,

<image001.jpg>

Justin Koch

Project Manager

<image025.jpg>

<image026.jpg><image027.jpg><image002.jpg> <image018.gif>

<image017.jpg>

<image019.jpg> 714.380.6701 | cel

<image020.jpg> justin@rossmgmt.com

<image021.jpg> rossmgmt.com | <i

<image023.jpg> 17671 Irvine Boule
Tustin, California 9

<image024.gif>

Jessica Flicker

From: Justin Koch <Justin@rossmgmt.com>
Sent: Wednesday, February 10, 2021 6:25 PM
To: Marc A Roest
Subject: RE: Laurelmont - Paint Spec Questions

Thank you Marc

Thank you,




Justin Koch
Project Manager



📞 714.380.6701 | cell 714.483.9335

✉ justin@rossmgmt.com

🌐 rossmgmt.com | 

📍 17671 Irvine Boulevard, Ste. 201
Tustin, California 92780

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From: Marc A Roest <Marc.A.Roest@sherwin.com>
Sent: Wednesday, February 10, 2021 4:24 PM
To: Justin Koch <Justin@rossmgmt.com>
Subject: Re: Laurelmont - Paint Spec Questions

Justin

Here you go...

1. Spot prime community with 2 paint coats (1A). Second coat not necessary since you're using a product that equals the mil thickness of 2 coats
2. Full prime community with one paint coat (1B) I like this scenario because priming always benefits a paint project.
3. Full prime community with 2 paint coats (1C) not needed because you are using a product that equals 2 coats of paint based on mil thickness
4. Spot prime and paint community with one coat. Add second paint coat to top caps only (2A) full prime plus one here. Not needed since you are using a product that equals the mil thickness of 2 coats of regular paint
5. Spot prime community and full prime top caps only. Paint with one paint coat. (2B and 3A) I'm good with this scenario

6. Spot prime community and full prime top caps only. Paint community with one coat, paint top caps with two coats (2C and 3C) you don't need the second coat because you are using a product that is equal to 2 coats of regular paint.
7. Spot prime community and full prime top caps only. Paint community and top caps with one coat. Add second paint coat to community and top caps. (3B) not necessary
8. Full prime community and paint with one coat. Add second paint coat to top caps only (3D) not necessary
9. **Based on your scenarios I would do number 2(1B) or 5**

Since I'm Gathering that the concerns are the caps and I would recommend the following options

1. Consider using a semi-gloss enamel on the caps only after full prime.
2. The issue with doing that is Semi-gloss can trap moisture under the paint film which can cause excessive bubbling. So you have surface that is easier to clean but potentially can cause moisture bubbles much easier.
3. Only paint the caps in question on a yearly upkeep basis with the specified product.

Marc Roest
 Homeowner Association Executive
 The Sherwin Williams Company
 34 years industry knowledge

310-363-9712

From: Justin Koch <Justin@rossmgmt.com>
Sent: Wednesday, February 10, 2021 3:46:41 PM
To: Marc A Roest <Marc.A.Roest@sherwin.com>
Subject: [EXTERNAL] Laurelmont - Paint Spec Questions

This email originated outside the Company

Hi Marc,

Thank you for your time last week, can you please provide some input on the various options the Board are considering? The Board elected to use Duration which dries at a thicker mill than other paints. Base bid is to spot prime and paint with one coat. Please ignore the lettering at the end of each scenario (ex. 11B, 3C, etc).

1. Spot prime community with 2 paint coats (1A)
2. Full prime community with one paint coat (1B)
3. Full prime community with 2 paint coats (1C)
4. Spot prime and paint community with one coat. Add second paint coat to top caps only (2A)
5. Spot prime community and full prime top caps only. Paint with one paint coat. (2B and 3A)
6. Spot prime community and full prime top caps only. Paint community with one coat, paint top caps with two coats (2C and 3C)
7. Spot prime community and full prime top caps only. Paint community and top caps with one coat. Add second paint coat to community and top caps. (3B)
8. Full prime community and paint with one coat. Add second paint coat to top caps only (3D)

Thank you,

Contractor	Paint Base Bid	Option 1			Option 2			Option 3				Option 4	Option 5
		Full Community			Top and Wall Caps Only			Merged Community + Top Caps					
		1.A	1.B	1.C	2.A	2.B	2.C	3.A	3.B	3.C	3.D		
	Base Bid Prep and paint specified surfaces Paint Manufacturer (Duration) Spot prime and paint 1 coat	Base Bid + additional coat (Spot Prime + 2 coats)	Full Prime community then (Full Prime + 1 coat)	Full Prime community and then paint additional coat (Full Prime + 2 coats)	Base scope then add second coat to top caps only (Spot Prime + 2 coats)	Full Prime top caps only then paint one coat (Full Prime + 1 coat)	Full Prime top caps only, paint coat top caps only, add second coat top caps only (Full Prime + 2 coats)	Base Bid + Full Prime on Top Caps Only (Spot Prime community + Full Prime Top Caps + 1 coat)	Spot Prime Community + Full Caps With Full Prime only on Top Base Bid + additional coat (Spot Prime Community + Full Prime Top Caps + 2 Coats)	Base Bid + Full Prime on Top Caps Only + Second Coat Top Caps Only (Spot Prime community + Full Prime Top Caps + 1 coat community + additional coat top caps)	Second Coat to Top/Wall Caps Only (Full Prime + 1 coat + second coat top cap)	Caiking metal on chimney caps where metal meets the wood (As needed basis)	Chimney Cap Housing Paint *Assume each home has one chimney = 197 total ** Assume tall vs short access is split 50/50 (98 tall/99 short)
Accurate	N/A												
First Street Painting	\$197,940.00												
Pacific Western	\$165,949.67												
Pilot Painting and Construction	\$201,500.00												
Prestige Paint/CPA	\$147,750.00												
First Street Painting	\$296,910.00	\$316,705.00	\$415,675.00		\$199,360.00	\$201,485.00	\$202,905.00	\$201,485.00	\$300,455.00	\$202,905.00	\$18,125.00		
Pacific Western	\$217,162.00	\$289,216.13	\$339,428.46		\$201,139.65	\$200,007.32	\$209,082.65	\$200,007.32	\$250,219.65	\$209,082.65	\$23,406.11		
Pilot Painting and Construction	\$274,500.00	\$265,000.00	\$338,000.00		\$208,000.00	\$207,500.00	\$214,000.00	\$207,500.00	\$280,500.00	\$214,000.00	\$271,500.00		
Prestige Paint/CPA	\$192,075.00	\$310,275.00	\$354,600.00		\$156,615.00	\$177,300.00	\$186,165.00	\$177,300.00	\$221,625.00	\$186,165.00	\$319,140.00		
First Street Painting												TBD	
Pacific Western												TBD	
Pilot Painting and Construction												TBD	
Prestige Paint/CPA												TBD	
First Street Painting													\$54,100.00
Pacific Western													\$15,474.35
Pilot Painting and Construction													\$26,580.00
Prestige Paint/CPA													\$49,250.00

rayna@otishoa.com

From: josh@otishoa.com
Sent: Friday, March 19, 2021 2:19 PM
To: dmgeron@gmail.com
Cc: 'Patrick Whitfield'; 'Rayna Schonwit'
Subject: RE: Big wood trim replacement and repainting project on the table

Thank you for your email! I will make sure the Board has received a copy for review during our upcoming meeting. Please let me know if I can assist you with anything else, and have a great weekend!

Best Regards,

Josh Kersten
Community Manager

otishoa
MANAGEMENT

23120 Alicia Parkway Suite 215
Mission Viejo, CA 92692
888-516-6532
www.otishoa.com

From: dmgeron@gmail.com <dmgeron@gmail.com>
Sent: Friday, March 19, 2021 12:36 PM
To: josh@otishoa.com
Cc: 'Patrick Whitfield' <pawhky@yahoo.com>
Subject: Big wood trim replacement and repainting project on the table

Hello Josh,

I'm writing in regard to the email from Patrick Whitfield from March 9th, about the Big Wood Trim Replacement and Repainting Project. Being new to the community I want to express that after reading Patrick's email a couple of times I must concur that, in my opinion, an additional 30 to 45 days to review, examine and understand the current situation and the alternative solutions seems to just make good sense. The additional time will not likely cause any significant detrimental change in the current situation but may have a significant impact on selecting the most appropriate next steps.

I hope that this is helpful.

Best,
David M. Gerson
Attorney at Law
[Click Here to Chat with David Now](#)
Call: 949.243.0622
Fax: 949.625.7763
dmgeron@gmail.com
www.GersonTrustLaw.com

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Kirk Miller
Insurance Agency, Inc.:

Kirk Miller Insurance Agency, Inc.
Offices in San Diego, CA and Pleasanton, CA
San Diego Phone: 858.240.2593
Pleasanton Phone: 925.334.5700
CA #0K05931 | OR #8787714 | NV #764468

Laurelmont Community Association



A proposal of community association insurance

Care of: Otis HOA Management
23120 Alicia Pkwy, Ste 212
Mission Viejo, CA 92692

Prepared by: Brian Kalmenson, CIRMS
Commercial Insurance Specialist
brian@kirkmillerinsurance.com

Coverage Effective: 3/31/2021

Coverage Expiration: 3/31/2022



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Insurance Agency, Inc.

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Laurelmont Community Association

Proposal Table of Contents

Introduction	1
Community Association Team	1
Coverage Offer	2-8
Premium Summary	2
Property Coverage	3
General Liability	4
Fidelity / Crime	5
Directors & Officers ("D&O") Liability	6
Workers Comp & Employers Liability	7
Commercial Umbrella / Excess Liability	8





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Pleasanton Phone: 925.334.5700
CA #0K05931 | OR #8787714 | NV #764468

Community Association Servicing Team

Principal:

Kirk Miller
858.240.2593
kirk@kirkmillerinsurance.com

Account Managers:

Art Hopkins
619.501.5555
art@kirkmillerinsurance.com

Brian Kalmenson, CIRMS
619.255.9433
brian@kirkmillerinsurance.com

Bridgette Tabor
619.872.2532
bridgette@kirkmillerinsurance.com

Robert Gonzalez, CMCA
925.334.5700
robert@kirkmillerinsurance.com

Account Support:

Zack Fenderson
HOA Customer Service Representative
zackary.kmiller2@farmersagency.com

Kristen Melton
HOA Certificates
hoacerts@kirkmillerinsurance.com



Kirk Miller
Insurance Agency, Inc.

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Pleasanton Phone: 925.334.5700
CA #0K05931 | OR #8787714 | NV #764468

Premium Summary

Lines of Coverage	Carriers	Premiums
Property	Farmers Insurance Group	\$ 32,204.00
General Liability	Farmers Insurance Group	Included
Fidelity / Crime	Liberty Mutual	\$ 1,343.00
Directors & Officers Liability	Farmers Insurance Group	\$ 1,485.00
Workers Compensation	Farmers Insurance Group	\$ 571.00
Umbrella / Excess Liability	National Surety Corp	\$ 1,427.00
Policy Fees		\$ -
Annual Policy Premium:		\$ 37,030.00

A discount of 5% (up to \$500) available if a board member has auto & home with Farmers

Thank you!

Insurance is that unique service within the community insurance industry that a board will hope to pay for but never use. While in a perfect world the association would never need to use its insurance policies, we know that the unintended and unexpected happens every day.

With insurance in place for the unforeseen and at times severe losses, we take great pride in making sure that the association's insurance coverage is appropriately broad to protect the association's property and assets.

We sincerely appreciate your time, consideration and trust. Should you have any questions at all on the proposed coverage, or insurance matters in general, please don't hesitate to let us know and we are very happy to assist.



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Insurance Agency, Inc.

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Pleasanton Phone: 925.334.5700
CA #0K05931 | OR #8787714 | NV #764468

Property Insurance Coverage

Deductibles

Each Occurrence:	\$	5,000
------------------	----	-------

Coverage Item

Coverage Limits

Total Building Replacement Cost	\$	53,421,492
Extended Building Replacement	\$	80,132,238
Terrorism		Included
Mechanical Breakdown		Included
Building Ordinance A		Included
Building Ordinance B	\$	250,000
Building Ordinance C	\$	250,000
Unit Coverage: Per CC&Rs		Included
Contents	\$	100,000

Additional Coverages

Coverage Limits

Association Fees	\$	100,000
Backup and Overflow of Sewer & Drain	\$	175,000
Extra Expense		Actual Loss (18mo)
Mold / Fungus	\$	15,000
Outdoor Property	\$	50,000
Outdoor Signs	\$	50,000
Pollutant Cleanup and Removal	\$	50,000
Specified Property	\$	225,000



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General Liability Coverage

Deductible

Each Occurrence	\$	-
-----------------	----	---

Coverage Item	Coverage Limits	
---------------	-----------------	--

General Aggregate	\$	2,000,000
Products - Completed Operation:		Included
Personal & Advertising Injury	\$	1,000,000
Each Occurrence	\$	1,000,000
Hired Auto Liability	\$	1,000,000
Non-Owned Auto Liability	\$	1,000,000
Fire / Tenants Liability	\$	75,000
No-Fault Medical Payments	\$	5,000

Important Notes

General Liability ("GL") is a coverage intended to protect the community against allegations that the association is responsible for third-party bodily injury and/or property damage. Common examples of these include slip & fall losses (bodily injury) or vehicles that are damaged from fallen common area trees (third-party property damage).



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Insurance Agency, Inc.

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Offices in San Diego, CA and Pleasanton, CA
San Diego Phone: 858.240.2593
Pleasanton Phone: 925.334.5700
CA #0K05931 | OR #8787714 | NV #764468

Fidelity / Crime Insurance

Coverage Item	Coverage Limits		Deductibles
Employee Dishonesty	\$	5,000,000	\$ 2,500
Computer Fraud	\$	5,000,000	\$ 2,500
Funds Transfer Fraud	\$	5,000,000	\$ 2,500
Forgery or Alteration	\$	5,000,000	\$ 2,500
Cash Inside the Premises	\$	5,000,000	\$ 2,500
Cash Outside the Premises	\$	5,000,000	\$ 2,500
Money Orders & Counterfeit Paper	\$	5,000,000	\$ 2,500

Important Notes

California AB2912 / CA Civil Code 5806 specifies that the amount of coverage to be carried is at least equal to three months' dues plus reserve funds.

Coverage is also to include full limit coverage for Computer Fraud and Funds Transfer Fraud, in addition to Employee Dishonesty.



Kirk Miller
Insurance Agency, Inc.

Kirk Miller Insurance Agency, Inc.
Offices in San Diego, CA and Pleasanton, CA
San Diego Phone: 858.240.2593
Pleasanton Phone: 925.334.5700
CA #0K05931 | OR #8787714 | NV #764468

Directors & Officers Liability

Retention

Each Claim - Indemnified Losses	\$	1,000
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Coverage Item

Coverage Limits

Directors & Officers Liability ("D&O")	\$	1,000,000
Broad Named Insured w/ Property Manager		Included
Duty to Defend		Included
Monetary Damages		Included
Non-Monetary Damages		Included
Discrimination		Included
Prior Unknown Acts		Included
Breach of Contract Defense		Included
No Exclusion for Failure to Maintain Insurance		Included
Employment Practice Liability	\$	1,000,000

Important Notes

D&O coverage is a Claims-Made policy form, meaning that as soon as the association is made aware of a claim, it is to be noticed to the carrier. Please refer to the policy terms and conditions, however, we advise notifying our agency of any written demands for monetary or non-monetary damages or other written threats.



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Insurance Agency, Inc.

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Offices in San Diego, CA and Pleasanton, CA
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CA #0K05931 | OR #8787714 | NV #764468

Workers Compensation & Employers Liability

Deductible

Each Claim	\$	-
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Coverage Item

Coverage Limits

Workers Compensation		All Benefits by Law
Employers Liability		
Bodily Injury by Accident (each accident)	\$	1,000,000
Bodily Injury by Disease (each disease)	\$	1,000,000
Bodily Injury by Disease (annual aggregate)	\$	1,000,000

Important Notes

While Workers Compensation coverage is not required for associations that don't have direct employees, it is still a valuable coverage to carry. It can protect board members, committee members and volunteers from injuries sustained within their duties as well as protect against unexpected lapses in a vendor's insurance.



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 Offices in San Diego, CA and Pleasanton, CA
 San Diego Phone: 858.240.2593
 Pleasanton Phone: 925.334.5700
 CA #0K05931 | OR #8787714 | NV #764468

Umbrella / Excess Liability

Deductible

Each Claim	\$	-
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Coverage Item		Coverage Limits
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Per Occurrence Limit	\$	15,000,000
Annual Aggregate Limit	\$	15,000,000

Important Notes

Umbrella / Excess Liability is intended to provide added protection against large scale liability losses. It provides protections above and beyond the primary liability policies. These are policies such as General Liability, Directors & Officers Liability, Employment Practice Liability, Hired & Non-Owned Auto Liability and Employers Liability.

How does this umbrella increase our coverage?

Policy	Coverage Limit	Total Coverage
General Liability	\$ 1,000,000 <i>up to</i>	\$ 16,000,000
Directors & Officers	\$ 1,000,000 <i>up to</i>	\$ 16,000,000
Hired / Non-Owned Auto	\$ 1,000,000 <i>up to</i>	\$ 16,000,000
Employers Liability	\$ 1,000,000 <i>up to</i>	\$ 16,000,000

From: Brian Kalmenson <brian@kirkmillerinsurance.com>
Sent: Thursday, March 4, 2021 3:57 PM
To: rayna@otishoa.com
Subject: Laurelmont | 2021-2022 Insurance Renewal
Attachments: Laurelmont (2021).pdf

Flag Status: Flagged

Good Afternoon Rayna-

Thank you for the call earlier, and congratulations again on being able to work with Laurelmont. It's a very nice community, and the board has been great in the few years that we've been the insurance service provider. Please find enclosed our agency's renewal summary for the 2021-2022 policy term.

The coverage remains widely comprehensive, though I would like to highlight a few notes below:

- **Increased Property Coverage.** While the current replacement cost of the Laurelmont building property is \$58,704,936, we have been progressively stair-stepping coverage upward since becoming the association's insurance service provider in 2018. Prior to our insuring Laurelmont, the community was insured for just over \$43mil. Farmers had made an exception to offer coverage at a similar figure without jeopardizing the extended replacement benefit, though we have been working with underwriting each year to gradually stair-step coverage up to where it should be. One of the issues on the prior coverage was that it excluded unit interior finishes that are actually required to be included by the CC&Rs. **For this year's renewal, coverage has been bumped to \$53,421,492, with Extended Replacement Cost up to \$80,132,238.**
 - With Farmers continuing to offer Extended Replacement Cost, we have been able to keep the changes gradual each year as to not put the association in any negative budgetary position from the entirety of the change occurring in one year.
- **Directors & Officers Liability Broadened.** Due to a significant revamping of the Directors & Officers Liability coverage, Farmers is offering an enhanced policy in several ways. This includes automatic full prior unknown acts coverage, employment practice liability coverage and no exclusion for failure to adequately fund reserves allegations. This enhanced coverage is included in the association's renewal.

We have also secured a high-limit crime policy that is both widely comprehensive and very competitive through Liberty Mutual Insurance Company. Liberty's terms came in more preferable than the incumbent terms, so we have proposed making that change in the coming year.

Should you or the board have any questions at all that I may assist in answering, I am very happy to do so. Thank you again!

All the best,

Brian Kalmenson, CIRMS, CA 0H09973
Commercial Insurance Specialist | Kirk Miller Insurance Agency, Inc.

Direct: 619.255.9433 | Fax: 619.298.7523

From: Kathy Fling <kathy@otishoa.com>
Sent: Thursday, March 11, 2021 8:24 PM
To: josh@otishoa.com
Cc: rayna@otishoa.com; 'Angie Ramos'
Subject: FW: Laurelmont Community Association - Commercial Earthquake/DIC Renewal Proposal
Attachments: Laurelmont-EQ Quote.pdf; Laurelmont-EQ Application.pdf; TRIA Form, ATlas.pdf; CA D-1.pdf.pdf; Laurelmont Community Association 2021-2022 SOV.XLS; Laurelmont-CMEQ MEMO Bill.docx
Importance: High
Flag Status: Flagged

For whomever may need this.

From: Naomi Suzuki [mailto:NSuzuki@jmoreyins.com]
Sent: Wednesday, March 10, 2021 4:56 PM
To: kathy@otishoa.com
Cc: Joshua Morey
Subject: Laurelmont Community Association - Commercial Earthquake/DIC Renewal Proposal
Importance: High

Hi Kathy,

Attached is Commercial Earthquake/DIC renewal proposal effective **3/31/2021** from Lloyds of London. There is a notable increase of premium from last year due to increased values and changes to the square footage found at inspection. When we contacted Professional Community Management a couple of weeks ago, we received information which indicated that the total square footage was 291,000. Our information in file was 244,000 square feet. In addition, we received an update from the broker that their recent inspection shows a total square footage of over 504,000.

Because we did not receive confirmation that the 504,000 square footage is correct, the values of the renewal quote reflect 291,000 square feet. The replacement value on the quote is \$46,800,000, up from last year's \$37,860,000, more in line with 291,000 square feet. Not to confuse you, but the insurance company is using 504,000 as the square footage of the building, because this was the measured amount in their inspection.

Please let us know if the square footage is truly 504,000 – if it is, we will need to revise the quote so the buildings may be adequately covered.

If the renewal quote is satisfactory and you wish to proceed with the renewal of the policy, the following items are required:

- 1) **Commercial Application** (attached):
 - Review application and provide any updates to the information
 - **Commercial Insurance Application** – sign and date on **Page 4**
 - **Property Section** - sign and date on **Page 7**
- 2) Completed Terrorism Disclosure form (attached), indicating election or exclusion of Terrorism coverage and a signature & date below. The Terrorism premium is an additional **\$1,000** plus fees and tax.

- 3) Signed "D-1" notice (attached)
- 4) Signed Statement of Values (attached) – There's no signature line; sign below total values.
- 5) Payment for the full quoted amount of **\$21,617.88** (does not include Terrorism). Invoice with payment options attached. Financing available upon request.

Please provide the above items including payment in hand by **3/29/2021**; the renewal policy needs to be ordered on time, otherwise there may be a gap in coverage. Please let us know if you have any questions.

Best regards,

NAOMI SUZUKI | Account Representative, Commercial Lines



800 S. Harbor Blvd, Suite 100 | Anaheim, CA 92805

p: 714.562.5910 ext. 113 | f: 714.562.8747 | www.jmoreyins.com

-Important- This communication is confidential and may be legally privileged. If you are not the intended recipient, (i) please do not read or disclose to other, (ii) please notify the sender by reply e-mail, and (iii) please delete this communication from your system. Failure to follow this process may be unlawful. Thank you for your cooperation.



PRODUCER: The J. Morey Company, Inc. Insurance Agents & Brokers
Los Angeles , CA

FROM: Ryan Hamm

ATTN: Naomi Suzuki

Quotation

We are pleased to offer the following Quotation obtained solely on the basis of your instructions to us. This Quotation may be withdrawn at any time prior to acceptance, and in no event will it remain open beyond 30 days from the date shown above. Coverage may not be bound without prior consent from the insurer as confirmed in writing by Brown & Riding.

Please note that the coverage, terms, and conditions described in this Quotation may differ from those requested in Producer's original submission. Producer is responsible for reviewing the suitability of coverage, terms, and conditions with the insured and for reconciling any differences between this Quotation and your original submission to us. Brown & Riding disclaims any responsibility for identifying or reconciling differences between this Quotation and Producer's original submission.

TERM: 03/31/2021 - 03/31/2022

INSURED: Laurelmont Community Association

MAILING ADDRESS: 23120 Alicia Parkway, Suite 202
Mission Viejo, CA 92692

COMPANY: Underwriters at Lloyds of London

COVERAGE(S): Difference in Conditions Including Earthquake and Flood, excluding EQSL (Flood is excluded in Hazard Zones A & V); Covering Buildings, Unit Owners Improvements and Betterments, Building Ordinance or Law (Coverage A included, Coverage B&C Combined subject to a sublimit of \$4,680,000)

**Building definition amended to include coverage for the following subject to a \$500,000 sublimit: Paved Surfaces, Retaining Walls, Fences, Foundations (above and below ground) & Supports, and Underground Property.

LIMIT(S): \$5,000,000 Primary per occurrence and in the Annual Aggregate as respects to Earthquake and Flood

Coverage A included, Coverage B&C Combined subject to a sublimit of \$4,680,000)

\$500,000 Sublimit on Paved Surfaces, Retaining Walls, Fences, Foundations (above and below



ground) & Supports, and Underground Property

DEDUCTIBLE(S):

EQ:

10% of TIV per unit of insurance subject to a \$25,000 minimum per occurrence

FL:

\$50,000 Per Occurrence, Subject to \$50,000 minimum per occurrence

AOP:

\$25,000 Per Occurrence

Per Unit definition:

1. Each separate Building or Structure
2. The "Contents" of each separate Building or Structure
3. Property in the open at each separate location
4. The sum of the "loss of income, business interruption, loss of rents, extra expenses or leasehold interest" of each separate Building or Structure, as specifically insured under this policy

TERMS:

TERM:

12 Months

SECURITIES:

Underwriter at Lloyds Syndicate MRS 457100%

LOCATIONS:

Per Schedule on File With Company (See Attached)

VALUATION:

Property Damage - Replacement Cost

Time Element- Actual Loss Sustained

COINS:

Nil - Values Must be Reported at 100%

TIV:

\$46,800,000

FORM:

BC 5029 IL 08 16 Certificate of Insurance

LMA 5062 Fraudulent Claims Clause

GLK 4222 EQ 10 19 Exclusion of Certain Computer-Related Losses (Amended)

LMA 9151 [Amended] Data Protection Short Form Info Notice

LSW 1147D CA Notice to PolicyHolder - CA D2



SBU 5030 IL 03 15 DIC Supplemental Declarations
 BC 4029 IL 06 09 Schedule of Forms
 BC 5103 01 19 Policy Provisions Clause
 BC 5107 08 16 Privacy Policy Statement
 JCBC 4155 IL 02 20 Combination Endorsement
 NMA 1257 REF 1257 - Nuclear Incident Excl Clause
 NMA 5096 REF 5096 - Several Liability Clause
 REF 2920A Terrorism
 NMA 1998 Service of Suit Clause
 BC 5104 01 14 Complaints and Disputes Clause
 BC 5105 01 14 Claims Notification Clause
 BC 5106 01 14 Min Earned Premium Clause
 IL 00 17 11 98 Common Policy Conditions
 SBU 5004 PR 11 12 Location Schedule
 SBU 5006 PR 01 12 DIC Coverage
 CP 00 90 07 88 Commercial Property Conditions
 SBU 5039 PR 06 11 Ensuing Loss Exclusion
 SBU 5041 PR 06 11 Flood Zone Exclusion
 SBU 5042 PR 06 11 Ordinance or Law Coverage
 SBU 5044 PR 06 11 Replacement Cost Endorsement
 IL 09 35 07 02 Excl. Certain Computer - Related Losses

WARRANT:

All Risk Underlyer

SUBJECT TO:

Satisfactory Inspection Report
 No living area/office area above parking
 No Soft Story/Tuck Under Parking
 Signed TRIA (Needed to Bind)
 Signed SOV (Needed to Bind)
 Signed CA D-1 (Needed to Bind)
 Acord 125 (Signed, prior to binding)

*Valuation - Replacement Cost for Real Propety / ALS for Time Element.

*COMMUNICABLE DISEASE EXCLUSION CLAUSE applies

EXCLUSIONS:

Flood in Zones A & V
 EQSL;
 War; Nuclear;
 Radioactive Contamination;
 Seepage Pollution Contamination;
 Bio/Chemical;



Land & Water;
 Microorganism (Mold);
 Computer Virus;
 Ensuing Loss;
 Terrorism;
 Terrorism Risk Insurance Act of 2002 (See offer below);
 Other Exclusions and Limitations as Per Form

TERRORISM: TRIA is available if purchased on the underlying layer, Pursuant to the Terrorism Risk Insurance Act of 2002 (TRIA), as Outlined on the Attached, Coverage for Certified Acts of Terrorism is Available for an Additional Premium of \$700.00 Plus \$1,000.00 Taxes & Fees.-

Annual Premium	\$	20,000.00	
Company fee	\$	350.00	Fully retained at inception
Broker fee	\$	400.00	Fully retained at inception
Co inspection fee	\$	200.00	Fully retained at inception
CA Surplus lines tax	\$	616.50	
CA Stamping fee	\$	51.38	
Total Gross Amount	\$	21,617.88	

Balance due in 20 Days

25.0% MINIMUM RETAINED PREMIUM IN THE EVENT OF CANCELLATION. NO FLAT CANCELLATIONS.

Brown & Riding has the right to cancel any binder or policy in accordance with the cancellation provisions of such binder or policy. If coverage is bound by Brown & Riding, a charge will be made in accordance with the policy terms and upon binding, all fees for the full policy term will be fully earned. Producer guarantees payment of premium for risks placed through Brown & Riding. If Producer does not make timely payment of any sums due Brown & Riding, then Brown & Riding may, without limitation of other remedies, cancel the policy for non-payment of premium.

Brown & Riding will bind or place insurance solely upon the written instructions of Producer. Brown & Riding assumes no legal obligation as to the insurance applicant, insured, or known or unknown third parties regarding the suitability, adequacy, or appropriateness of limits, terms, conditions, exclusions, and other policy features. Producer shall be responsible for disclosing to Producer's customer all Brown & Riding broker fees, other fees, and charges disclosed by Brown & Riding to Producer.

Producer shall hold harmless Brown & Riding, and Brown & Riding shall hold harmless Producer, from any and all of the respective negligent or wrongful acts, omissions, or conduct that result in a financial or other obligation to the other.

777 S. Figueroa Street, Suite 2550, Los Angeles, CA 90017 - ph. (213)452-7060 - fx. (213)452-7080 · CA License #0592033



In the event of a dispute between Brown & Riding and Producer, the prevailing party shall be entitled to recover its attorneys' fees, costs, and related litigation expenses in addition to any other recovery.

By binding this coverage, the Retailer confirms that the prospective insured has (1) been advised of the right to receive policy documents in paper format; and (2) has consented to receive all such documents electronically.

Quote # 966419

Regards,

Ryan Hamm

From: Jacqueline Orloff <jackieo0906@sbcglobal.net>
Sent: Thursday, March 4, 2021 2:50 PM
To: kathy@otishoa.com
Subject: 29 Primrose Aliso Viejo back fence
Attachments: 3973_001.pdf; IMG_7775.jpg

Hello Kathy

I hope the new Association can help me with this issue. I purchase my home at the Laurelmont community and I do not have a white vinyl fence like all my other neighbor's have. I have a extremely server problem with Coyotes hoping over my very low wall and getting into my back yard, I have a little dog and I can't enjoy my back yard due to this situation. I have submitted all documents to the prior Association and have be deny. Please see attached documents. THE FENSE WILL BE UNDER 53 INCHES IN HIGHT LIKE ALL THE OTHERE NEIGHBOR FENSE IT WILL BE IDENTICAL TO THE NEIGHBORS. PLEASE HELP ME WITH THIS ISSUE.



TREE SERVICE PROPOSAL

01/20/2020

Proposal #: 220202

Laurelmont Community Association - (3 Year Plan)

CUSTOMER
 * BONDED & INSURED FOR \$5,000,000 LIABILITY
 * STATE CONTRACTORS LICENSE #556632 MT
 * ISA CERTIFIED ARBORIST #WC-0801

MAILING ADDRESS	JOB SITE ADDRESS	NOTES
LAURELMONT COMMUNITY ASSOCIATION C/O C/O LAURELMONT COMMUNITY ASSOCIATION ATTN: JESSICA LEE 27051 TOWNE CENTRE DRIVE FOOTHILL RANCH, CA 92610 PHONE: 800-369-7260 JESSICA.LEE@ASSOCIA.US	LAURELMONT COMMUNITY ASSOCIATION 2 WILLOW ALISO VIEJO, CA 92656 (714) 643-2793	PRICING IS VALID FOR THE FIRST YEAR ONLY. ALL SUBSEQUENT YEARS ARE BUDGET ESTIMATES AND ARE SUBJECT TO A 5% INCREASE PER YEAR, COMPOUNDED.

R - Recommended A - Approved
 C - Complete * - Other Company

Backslope

ID	Type of Work	Size	Tree Type	Month	Qty	Unit	Price	Total Price
1	Crown Thin	MED	Eucalyptus - Red Gum	JAN/MAR	1	EA	112.50	112.50
1	Remove and Flush Cut	MED	Eucalyptus - Red Gum (Behind 39 Pepperwood/Poor Structure)	REMOVE	1	EA	180.00	180.00
145								

2020	2021	2022
R		

555 Trees maintained by Great Scott
 90 Trees maintained by Landscaper

645

Totals	C - Complete		R - Recommended		Fiscal Year: January - December	
	2020	2021	2020	2021	2022	
JAN/MAR			4,955.00 R		5,225.00 R	
APR/JUN			9,560.00 R	16,965.00 R	9,630.00 R	
REMOVE			375.00 R			
TOTAL			14,890.00 X	16,965.00 R X	14,855.00 R X	
			<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	
			Signature - Approval	Signature - Approval	Signature - Approval	

PLEASE INITIAL APPROVED WORK (EACH SECTION APPROVED) IN THE ABOVE TOTALS BOX.

A SIGNATURE BELOW IN THE "CONTRACT APPROVAL" AREA IS REQUIRED FOR ALL FULL YEAR CONTRACTS. IN ADDITION TO INITIALING APPROVED WORK IN TOTALS BOX

**** UPON ACCEPTANCE OF THIS PROPOSAL, PLEASE SIGN AND RETURN TO US**

[Signature]
 CUSTOMER SIGNATURE

2-24-20
 DATE

A SERVICE FEE OF 1.12 PERCENT PER MONTH SHALL BE CHARGED ON ALL ACCOUNTS 30 DAYS PAST DUE. IN THE EVENT THIS ACCOUNT BECOMES DELINQUENT AND IT IS NECESSARY TO INSTITUTE LEGAL PROCEEDINGS, PURCHASER AGREES TO PAY REASONABLE ATTORNEY'S FEES AND COURT COSTS, UNLESS OTHERWISE INDICATED ABOVE. ALL PERMIT FEES AND OR ANY FEES INCURRED BY MUNICIPALITIES ARE NOT INCLUDED IN THIS PROPOSAL, AND AS SUCH ARE THE SOLE RESPONSIBILITY OF THE CUSTOMER.

WE CANNOT BE HELD LIABLE FOR SUBTERRANEAN PIPES AND LINES ON STUMP REMOVAL JOBS, UNLESS PREARRANGED IN WRITING. STUMP REMOVAL AND ROOT PRUNING DOES NOT INCLUDE RESEEDING OR SOD REPLACEMENT.

Form No. 15

TERMS: DUE UPON RECEIPT OF INVOICE

This proposal and the pricing estimated herein are valid for acceptance within sixty days and, thereafter, are subject to equipment and resource availability. Great Scott reserves the right to negotiate an equitable adjustment beyond sixty days.

PLEASE NOTE:

IF THE SCOPE OF WORK THAT IS PROPOSED IS CHANGED, THE PRICES ARE SUBJECT TO CHANGES AS WELL. A NEW ESTIMATE WILL BE SENT TO YOU.

PRICING IS VALID FOR THE FIRST YEAR ONLY. ALL SUBSEQUENT YEARS ARE BUDGET ESTIMATES AND ARE SUBJECT TO A 5% INCREASE PER YEAR, COMPOUNDED.

This Document contains PROPRIETARY and CONFIDENTIAL information of Great Scott Tree Service, Inc. and shall not be used, disclosed or reproduced, in whole or part, for any purpose other than to evaluate this proposal, without the prior written consent of Great Scott Tree Service, Inc.

VILLA PARK LANDSCAPE
 739-B WEST KATELLA AVENUE
 ORANGE, CA 92867
 (C-27 #655965)

INVOICE



Phone: (714) 538-3788

Fax: (714) 538-3797

Customer: 644

Invoice: 40631

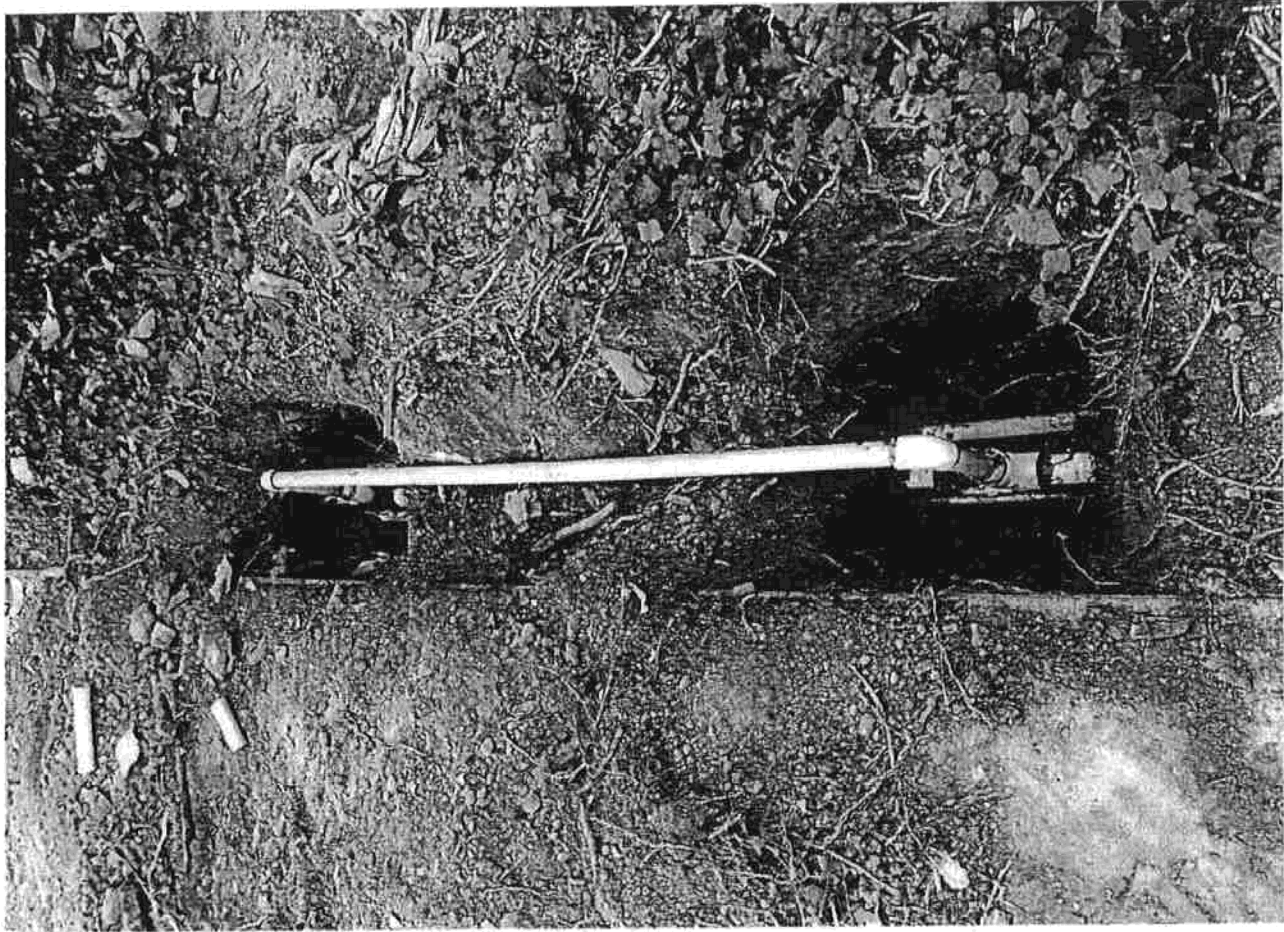
Invoice Date: 1/12/2021

Bill To:	Project Details:
PRO424-10915 LAURELMONT COMMUNITY ASSOC P.O. BOX 650255 DALLAS, TX 75265-0255	644 LAURELMONT COMMUNITY ASSOCIATION California

Payment Terms	Contract Number	Invoice Due Date
Net 30		2/11/2021

Description	Quantity	UOM	Unit Price	Bill Amount
MAIN LINE REPAIR / 83 WILLOWOOD: PARTS & 4-HRS LABOR				265.00
MAIN LINE REPAIR / 86 WILLOWOOD: PARTS & 4-HRS LABOR				255.00
IRRIGATION REPAIRS:				
-RAINBID 1806 SAM	12.0000	EA	18.5000	222.00
Total Invoice Amount Due				742.00







Animal Pest Management Services, Inc.
Urban Wildlife Professionals

Phone 800.344.6567
Fax 909.590.1435

PEST CONTROL AGREEMENT
90605111 - MANAGEMENT CHANGE

LAURELMONT COMMUNITY ASSOCIATION
NAME: C/O OTIS HOA MANAGEMENT ATTN: KATHY FLING DATE: 03/05/2021
STREET: 23120 ALICIA PARKWAY, SUITE 212
CITY: MISSION VIEJO STATE: CA ZIP: 92692

EMAIL INVOICES TO: _____

HEREBY AUTHORIZES SERVICE AT: LAURELMONT COMMUNITY ASSOCIATION

STREET: LAURELMONT & PEPPERWOOD CITY: ALISO VIEJO ZIP: 92656
PHONE: 888-516-6532 FAX: EMAIL: KATHY@OTISHOA.COM

Animal Pest Management Services, Inc. agrees to provide pest control service at the described premises and according to the terms set forth under description of work. Unless otherwise indicated, this agreement may be canceled by either party upon presentation of a 30-day written notice prior to the desired cancellation date. The agreement covers only the premises and pests specified under description of work. This agreement does not guarantee against present or future pest damage to the property, building, or contents of the described premises, or provide repairs or compensation therefore. Should any litigation be commenced between the parties to the contract concerning the contract or the rights and duties of either in relation to it, the prevailing party in such litigation shall be entitled, in addition to such other relief as may be granted, to a reasonable sum for attorney's fees in the litigation which shall be determined by the court in such litigation or in a separate action brought for that purpose.

DESCRIPTION OF WORK

CONTROL GOPHER, MEADOW MOUSE, AND CONTROL RAT ACTIVITY WITH THE PLACEMENT OF THIRTY-FOUR (34) TAMPER RESISTANT RODENT BAIT STATIONS IN ALL LANDSCAPED, WEEDED, AND IRRIGATED COMMON AREAS AND GENERAL INSECT (ARGENTINE ANT, EARWIG, SILVERFISH, AND CRICKET) ACTIVITY ALONG THE EXTERIOR COMMON PERIMETER AREAS OF THE ABOVE JOB-SITE LOCATION. THE MONTHLY MAINTENANCE (2X PER MONTH SERVICE FOR GOPHER, MEADOW MOUSE, AND RAT ACTIVITY, AND 1X PER MONTH SERVICE FOR GENERAL INSECT ACTIVITY) COST WILL BE \$529.00 PER MONTH, WHICH INCLUDES A 90% CONTROL GUARANTEE FOR GOPHER, MEADOW MOUSE, AND RAT ACTIVITY.

****NOTE: ANIMAL PEST MANAGEMENT SERVICES, INC. WILL BE ON SITE THREE (3X) TIMES PER MONTH TO SERVICE ENTIRE ASSOCIATION 1X PER MONTH FOR GENERAL INSECT CONTROL.**

****As Urban Wildlife Biologists, Animal Pest Management has always focused on protecting wildlife and non-target animals with our integrated pest management protocol. Due to the Governor signing bill AB1788 to eliminate all 2nd generation rodenticides, all bait stations will be at a cost of \$6.50 per station, per month. Currently we are looking for new methods for rat and mice management. We are in uncharted waters. Thank you for your patience.**

PAYMENT TERMS

NET 30-DAYS

CUSTOMER AGREES TO PAY WHEN BILLED FOR SERVICES DUE. A SERVICE CHARGE OF 1.5% PER MONTH EQUIVALENT TO AN ANNUAL PERCENTAGE RATE OF 18% WILL BE APPLIED TO PAST DUE ACCOUNTS.

NOTICE OF CHANGE IN MANAGEMENT:

Association and Management agree to provide Animal Pest Management Services, Inc. with written notice within fourteen (14) days in the event Association terminates Management's employment and hires new management.

COSTS

- Clean-out / Initial \$
- Monthly \$529.00
- One-Time \$
- Other \$

Notice: The customer acknowledges and understands that Animal Pest Management Services, Inc. assumes no responsibility and has no liability for any and all damage (including slope weakening and instability activity) done prior, during or after the rendering of pest control services to the premises, the land, slope and all dwellings and other structures thereon.

Can only be cancelled with a 30-day written notice.

Please Print Name

Dan Fox
ANIMAL PEST MANAGEMENT SERVICES, INC.

DATE: 3/5/21

CUSTOMER (SIGNATURE) DATE:

PRESIDENT/PRINCIPAL CONSULTANT/URBAN WILDLIFE BIOLOGIST: DAN FOX
AREA 3

PLEASE SIGN AND RETURN ONE COPY

Signature of this agreement acknowledges receipt of rodenticide/insecticide information on the 2nd page of this document.
ke **

Corporate Office 13655 Redwood Court, Chino, CA 91710-5516
San Diego County 5933 Sea Lion Place #109, Carlsbad, CA 92010
Riverside County 43349 Wheel Road, Indio CA 92201

Environmentally Friendly
for Over 35 Years
www.animalpest.com



Laurelmont

Community Association

MEMORANDUM

Date: March 25, 2021
To: Board of Directors
From: Management
Subject: Pool Maintenance Proposals

Service Schedule	Tri-County Pool Services & Repair	Aqualine Pool Service
Winter Service 2x/week	\$450.00 X 6 mo. (Nov-April)	\$440.00 X 8 mo. (Oct-May)
Summer Service 3x/week	\$575.00 X 6 mo. (May-Oct)	\$660.00 X 4 mo. (June-Sept)
Annual Maintenance Cost	\$6,150.00	\$6,160.00
Maintenance Extras		
Filter cleaning (pool)	\$200.00 3x/yr	\$85.00 2x/yr
Filter cleaning (spa)	\$100.00 4x/yr	\$85.00 2x/yr
Annual filter cleaning cost	\$1,000.00	\$340.00
Drain Pool & Re-fill	\$375.00	\$600.00
Drain Spa & Re-fill	\$275.00	\$165.00
Chlorinator Service	\$195.00	\$37.50 +parts
Pool Heater Maintenance	\$95.00/hr + parts	\$85.00 + parts (annually)
Chlorine	Billed quarterly in the rears based on usage	\$3.84/gallon
Acid	Billed quarterly in the rears based on usage	\$4.98/gallon
Algaecide	n/a	\$38.00

Tri-County Pool Services And Repair
 8 Bridle Lane
 Aliso Viejo, CA 92656 US
 (714) 376-9859
 john@tricopool.com
 www.tricopool.com



Tri-County Pool services

Estimate 1171

ADDRESS

Otis HOA Management
 Laurelmont Community Association
 100 Willowood
 Aliso Viejo

DATE 03/16/2021	TOTAL \$7,620.00
---------------------------	----------------------------

DATE	ACTIVITY	QTY	RATE	AMOUNT
	Winter Service 2x weekly November- April Monthly pool service- 2x weekly visits to clean pool as needed (vacuum, net, brush, and brush tile) and keep water chemistry to a swim safe condition. \$ 450.00 per month	1	0.00	0.00
	Summer service 3x per weekly May- October Monthly pool service- 3x weekly visits to clean pool as needed (vacuum, net, brush, and brush tile) and keep water chemistry to a swim safe condition. \$ 575.00 per month	1	0.00	0.00
	Annual cost of pool/spa service Annual cost of pool and spa service- This is the clean service only less chemicals and any necessary repairs on any pool and spa equipment	1	6,150.00	6,150.00
	Filter Cleaning All filters will be cleaned off site and inspected for any issues. replaced and recharged with diatomaceous earth. estimate 3x per year for pool filters and 4x per year for spa filter. This depends of the bather-load of pool and spa. \$100.00 per filter clean	1	0.00	0.00
	Annual Filter cleaning cost the estimated cost of cleaning your pool ans spa filters thru the year. 2 pool filters 3x per year 1 spa filter 4x per year	1	1,000.00	1,000.00
	Drain Pool & Re- fill draining and refilling pool plus adding start-up chemicals	1	375.00	
	Drain & Re-fill spa Drain and refill the spa plus add start up chemicals	1	275.00	
	Pool Heater Maintenance As needed- my labor rates are \$95.00 per hour plus parts.	1	0.00	0.00
	Chlorinator Service Spring tune up -Replace feed lines for Rola Chems and Hayward Hcc 4000 water quality controller units annually	1	195.00	195.00
	Chemicals -Chlorine and Acid Billed quarterly in the rears based only on usage. Highly variable depending on the seasons.	1	0.00	0.00
	Water enhancement additives This is Water clarifier, Oxidizers, Phosphate remover, enzyme remover, scale & metal control. Billed annually in spring	1	275.00	275.00
	Algaecides I would never bill you for algaecides. If your pool service is doing its job properly there is never a need for algaecides.	1	0.00	0.00
	Credentials Tri County pool service cs1b# 1005404 is Licensed, bond and insured thru the state of California. I carry a 5 million dollar liability policy as well.	1	0.00	0.00
	References Steve Mensinger- President of Mesa Management Inc. (949) 851-0995 email: stevemensinger@me.com	1	0.00	0.00

Thank you for the opportunity to earn your business. Our quality is clear!

TOTAL

\$7,620.00

THANK YOU.

Accepted By

Accepted Date



Service Quotation
Swimming Pool and Spa Services

Association: Laurelmont Community Assn.

March 8, 2021

Management Company: Otis Property Management

Maintenance services:

Summer Rate: \$660

Winter Rate: \$440

Days Serviced: Mon., Wed., Fri.

Days Serviced: Tues., Fri.

Months: June thru September

Months: October thru May

Note: chemicals are not included

Services Include:

- ❖ Cleaning on designated service days outlined above
- ❖ Maintain pools to comply with County Health Department Standards
- ❖ Skim pools
- ❖ Brush pools
- ❖ Vacuum pools
- ❖ Clean tile in pools
- ❖ Backwash filters
- ❖ Empty all baskets
- ❖ Ensure proper chemical balance
- ❖ Check equipment
- ❖ Maintain service records
- ❖ 24-hour, 7 day-a-week emergency service

Aqualine Pool Service, Inc. agrees to perform services as indicated with trained and properly supervised personnel in a satisfactory manner for the above stated monthly service fee. This agreement is subject to cancellation by either party with 30 days' written notice.

Accepted by: _____

Date

www.aqualine-poolservice.com

License No. 515862 C-53 Swimming Pool Builder and C-61/D-35 Pool and Spa Maintenance

P.O. Box 80671 Rancho Santa Margarita, CA 92688 (949) 766-4469 Fax (949) 858-2591 AqualinePS@aol.com



NSPF® Certified Pool and Spa Operator



FPSIE Certified Aquatic Energy Auditor



Additional Maintenance Services

The following additional maintenance services will be performed to ensure proper care and operation of the pools and/or spas:

- Conditioner will be added as needed to maintain 30 ppm to 70 ppm.
- Perform annual heater maintenance and safety inspection.
- Spa will be drained as needed to prevent calcium build-up in equipment, on plaster and on tile.
- Filters will be cleaned a minimum of two times per year.
- Chlorinators will be serviced twice a year at additional costs.
- All equipment repairs, other than preventive maintenance items will require management approval prior to work being performed, unless in case of emergency.
- All chemicals, supplies and repairs are additional cost.

Current maintenance and chemical pricing is outlined below:

Chemicals

Bicarb.....	\$34
Conditioner.....	\$4.00 per pound
Controller DPD agent.....	\$87.00
Clarifier.....	\$39.00 per gallon
Filter media (25 lb. bag).....	\$16.00 per bag
Shock treatment.....	\$4.50 per pound
Chlorine (liquid).....	\$3.84/gal.
Acid.....	\$4.98 per gallon
Salt.....	\$9.00/40 lb. bag
Algaecide.....	\$38.00
Bicarb.....	\$\$\$34.00

Service Calls

After hours emergency service call.....	\$135.00
Weekdays.....	\$85.00
Feces service call (includes pool closure and re-opening).....	\$200-\$300
Repair labor.....	\$85.00 per hour

Filter Cleaning

Filter should be cleaned minimum two times per year (or more as needed) to ensure maximum circulation.

Clean filter.....	\$85.00, plus parts
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Other Services

Drain and clean fountain.....	\$300.00
Change spa water.....	\$165.00
Change pool water.....	\$600.00
Annual heater maintenance and safety inspection.....	\$85.00, plus parts
Chlorinator service.....	\$37.50, plus parts
Salt cell cleaning.....	\$37.50 - \$75.00 per unit

www.aqualine-poolservice.com

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FPSIE Certified Aquatic Energy Auditor



REFERENCES

ACCELL PROPERTY MANAGEMENT
23046 Avenida de la Carlota #700
Laguna Hills, CA 92653
(949) 581-4988

AFFINITY PROPERTY SERVICES
2522 Chambers Road, Suite 100
Tustin, CA 92780
(714) 573-4085

PROFESSIONAL COMMUNITY MANAGEMENT
23726 Birtcher Drive
Lake Forest, CA 92630-1771
(949) 768-7261

POWERSTONE PROPERTY MANAGEMENT
9060 Irvine Center Drive, Suite 200
Irvine, CA 92618
(949) 716-3998

SEABREEZE MANAGEMENT CO.
39 Argonaut #100
Aliso Viejo, CA 92656
(949) 855-1800

TPMS
1536 East Warner Avenue
Santa Ana, CA 92705
(714) 557-5900

www.aqualine-poolservice.com

License No. 515862 C-53 Swimming Pool Builder and C-61/D-35 Pool and Spa Maintenance

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FPSIE Certified Aquatic Energy Auditor

Laurelmont Community Assn CCR History Report Detailed Report by Street Address

Primrose

23 Primrose	Jason Viernes Lopez	Lot/Unit #:	072	Account #:	240429372
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	<u>CCR Code</u>	<u>Active</u>	<u>Type</u>	<u>Create</u>	<u>Request</u>	<u>Closed</u>	<u>Next Action</u>
# 1	PRK - Parking	YES	Violation	03/04/2021	N/A		NONE

Summary: Parking

Detailed Description

CC&Rs Section 8.02 Parking and Vehicular Restrictions. No Owner shall park, store, or keep anywhere on the Property or on any public streets abutting or visible from the Property any large commercial-type vehicle. No Person shall park, store, or keep any recreational vehicle...on the Property or on any public street abutting or visible from the Property except wholly within a garage and only with the garage door closed.

Action to Resolve

Please move commercial vehicle out of view of the street. Thank you.

37 Primrose	Mikael B Modeer	Lot/Unit #:	081	Account #:	145547681
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	<u>CCR Code</u>	<u>Active</u>	<u>Type</u>	<u>Create</u>	<u>Request</u>	<u>Closed</u>	<u>Next Action</u>
# 1	TSH - Trash Bins	YES	Violation	03/04/2021	N/A		NONE

Summary: Trash Bins

Detailed Description

CC&Rs Section 8.10 Rubbish Removal. Containers shall be exposed to view of neighboring Residences only when set out for a reasonable period of time (not to exceed twelve (12) hours before and after scheduled trash collection hours).

Action to Resolve

Please remove trash bins out of view from the street after collection times. Thank you.

52 Primrose	Laurel A Minder	Lot/Unit #:	096	Account #:	145590096
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	<u>CCR Code</u>	<u>Active</u>	<u>Type</u>	<u>Create</u>	<u>Request</u>	<u>Closed</u>	<u>Next Action</u>
# 1	MTN - Maintenance	YES	Violation	03/04/2021	N/A		NONE

Summary: Maintenance

Detailed Description

CC&Rs Section 2.09 Repair and Maintenance by Owners. Each owner shall maintain...all portions of his Unit in a clean, sanitary and attractive condition...it shall further be the duty of each Owner, at his sole expense, to keep the Restricted Common Areas free from debris and maintained

Action to Resolve

The American flag hanging from your home needs attention. Thank you.

54 Primrose	Linda J Eddy	Lot/Unit #:	098	Account #:	145591398
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	<u>CCR Code</u>	<u>Active</u>	<u>Type</u>	<u>Create</u>	<u>Request</u>	<u>Closed</u>	<u>Next Action</u>
# 1	MTN - Maintenance	YES	Violation	03/04/2021	N/A		NONE

Summary: Maintenance

Detailed Description

CC&Rs Section 2.09 Repair and Maintenance by Owners. Each owner shall maintain...all portions of his Unit in a clean, sanitary and attractive condition...it shall further be the duty of each Owner, at his sole expense, to keep the Restricted Common Areas free from debris and maintained

Action to Resolve

Please maintain the landscaping in the walkway to your front door. Thank you.

59 Primrose	Shahrock Zekavati	Lot/Unit #:	101	Account #:	145575101
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Laurelmont Community Assn
CCR History Report
Detailed Report by Street Address

Primrose

59 Primrose	Shahrock Zekavati	Lot/Unit #:	101	Account #:	145575101
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	<u>CCR Code</u>	<u>Active</u>	<u>Type</u>	<u>Create</u>	<u>Request</u>	<u>Closed</u>	<u>Next Action</u>
# 1	MTN - Maintenance	YES	Violation	03/04/2021	N/A		NONE

Summary: Maintenance

Detailed Description

CC&Rs Section 2.09 Repair and Maintenance by Owners. Each owner shall maintain...all portions of his Unit in a clean, sanitary and attractive condition...it shall further be the duty of each Owner, at his sole expense, to keep the Restricted Common Areas free from debris and maintained

Action to Resolve

Please maintain the overgrown landscaping in front of your home. Thank you.

From: Kathy Fling <kathy@otishoa.com>
Sent: Tuesday, March 23, 2021 3:16 PM
To: 'kpaulson'
Subject: RE: 49 Primrose

Flag Status: Flagged

Hi Katherine,

Thank you for this information. I have contacted Spectrum Property Services to find out where their proposal is. The last notes indicated that Spectrum was to submit a proposal. We will follow up.

Kathy Fling
OTIS HOA MANAGEMENT
23120 Alicia Parkway, Suite 215
Mission Viejo, CA 92692
1-888-516-6532
kathy@otishoa.com

From: 'kpaulson' [mailto:kpaulson@harborfield.com]
Sent: Saturday, March 20, 2021 12:33 PM
To: Kathy Fling
Subject: RE: 49 Primrose

Thanks for responding, Kathy. We were requested to replace the fence at the property by the previous HOA and did not receive an application at that time. As you can see by the email thread, communication has been via email.

What is the best way to expedite this request? It was submitted back in September of 2020.

Let us know.

Thanks!

On March 19, 2021 11:59 AM Kathy Fling <kathy@otishoa.com> wrote:

Good Afternoon Katherine,

As you can imagine, there are a lot of questions coming in because we are the new management company. We are in the process of reviewing documents we have received.

I am working remotely. Please send me a copy of your application so that I can make sure that it is properly reviewed.

Kathy Fling

OTIS HOA MANAGEMENT

23120 Alicia Parkway, Suite 215

Mission Viejo, CA 92692

1-888-516-6532

kathy@otishoa.com

From: kpaulson [mailto:kpaulson@harborfield.com]
Sent: Monday, March 15, 2021 10:30 AM
To: Kathy@otisHOA.com
Cc: service@spectrumpsin.com; domlazzamom@gmail.com; minada
Subject: RE: 49 Primrose

Hi Kathy,

We have been trying to replace this fence for quite some time and have been given your new information to reach out regarding this request.

Please let us know if you can provide next steps, so we can complete this project.

Thank you,

Katherine

On March 15, 2021 8:13 AM Katarina Fajardo <katarina.fajardo@associa.us> wrote:

Good Morning!

Architectural Control Comprehensive Laurelmont Community Association Fri Jan 01, 2016 thru Sun Feb 28, 2021

Account: 00145-4862	Name: Lou Pellino	Unit: 25 Pepperwood	Legal:
Violation: Exterior Maintenance		Description: Shower installed on exterior	
It has recently been noted that a shower has been installed on the exterior of your home. The Board asks that you please remove it as homeowners cannot install anything on the exterior walls as they are maintained by the association.		Avi Date: Fri Aug 21, 2020	Open/Close: Closed
		Status	Description
		09/17/2020	Second Violation
		08/21/2020	First Violation
		Letter	Merge
		2nd Violation Letter	09/17/2020
		1st Violation Letter	08/21/2020
		Followup	
Account: 00145-5379	Name: Donna J Hyde	Unit: 17 Primrose	Legal:
Violation: Exterior Maintenance		Description: wreath	
It has recently been noted that there is a wreath installed on the exterior of your home by the garage door. The Board asks that you please remove this item as the Association maintains the exterior.		Avi Date: Fri Aug 21, 2020	Open/Close: Closed
		Status	Description
		09/17/2020	Second Violation
		08/21/2020	First Violation
		Letter	Merge
		2nd Violation Letter	09/17/2020
		1st Violation Letter	08/21/2020
		Followup	
Account: 00192-2365	Name: Linda M Magginiti	Unit: 80 Willowood	Legal:
Application: Window		Description: Windoes	
Window		Avi Date: Mon Aug 17, 2020	Open/Close: Closed
		Status	Description
		02/26/2021	Closed
		08/17/2020	Application Approved
		Letter	Merge
		No Letter sent.	08/17/2020
		Application Approved	
		Followup	
Account: 00145-5803	Name: 11851 Lambert Llc	Unit: 49 Primrose	Legal:
Violation: Signs		Description: Happy camper sign not allowed	
During a recent community inspection, it was noted that there is a happy camper sign on the property. We ask that you remove the sign from the exterior of the home. \$25 last time, this is second hearing		Avi Date: Tue Aug 11, 2020	Open/Close: Closed
		Status	Description
		09/17/2020	Hearing Requested
		08/21/2020	Fine Letter
		07/23/2020	Hearing Requested
		06/18/2020	Third Violation
		04/23/2020	Second Violation
		03/10/2020	First Violation
		Letter	Merge
		Hearing Notice	09/17/2020
		Hearing Results-Fine	04/16/2020
		Hearing Notice	07/23/2020
		Final Violation Notice	06/18/2020
		2nd Violation Letter	04/23/2020
		1st Violation Letter	03/10/2020
		Followup	
Violation: Fence		Description: Wood Fence	
It has recently been noted that there is a wood fence installed behind your home. This wood fence is not approved. The fences are the responsibility of the HOA. Please remove your wood fence. If you would like more privacy (I understand you only have a low wall) we will get a vinyl fence installed in it's place.		Avi Date: Tue Aug 11, 2020	Open/Close: Closed
		Status	Description
		08/21/2020	Hearing Requested
		07/23/2020	Third Violation
		07/20/2020	First Violation
		Letter	Merge
		Hearing Notice	08/21/2020
		Final Violation Notice	07/23/2020
		1st Violation Letter	07/21/2020
		Followup	
Violation: Trash/Recycling		Description: trash cans left out	
It has recently been noted that your trash cans were left out for an extended period of time. The Board asks that you please put away trash cans within 24 hours of trash pickup.		Avi Date: Tue Aug 11, 2020	Open/Close: Closed
		Status	Description
		08/21/2020	Second Violation
		07/23/2020	First Violation
		Letter	Merge
		2nd Violation Letter	08/21/2020
		1st Violation Letter	07/23/2020
		Followup	

From: Gisela Folding <giselafolding@cox.net>
Sent: Monday, March 22, 2021 1:13 PM
To: rayna@otishoa.com
Subject: 51 Primrose/Laurelmont Unauthorized Patio

Flag Status: Flagged

Hello Rayna,

In follow-up to this issue I'd like to report that the homeowner has been further working by the new patio in that corner of his yard over the weekend, I hear noises and scraping against that wall in my living room. I did go out and called to him yesterday and said that he is working against my living room wall and he responded he's just removing some wood. That's obviously not true, and he's back out there today.

When I mentioned that I already have a large crack from the previous construction by workmen he said: 'that's from an earthquake'. I wasn't about to argue with him but you NEED TO GET MOVING on this!

Thank you,

Gisela Folding
53 Primrose
949-285-3278

Delinquency and Prepaid Report Laurelmont Community Association As Of: Sun Feb 28, 2021

Outstanding Balances

Account Id	Name	Address	Legal Description	30 day	31-60 day	61-90 day	91-120 day	120+ day	Total Balance
00145-4011	Cheryl Rice	89 Willowood		0.85	0.00	0.00	0.00	0.00	0.85
00145-4040	Noreen Stacy Dunlap	83 Willowood		0.85	0.00	0.00	0.00	0.00	0.85
00145-4202	Settled - John Poor	56 Willowood		0.00	0.00	0.00	0.00	457.00	457.00
00145-4451	Michael A Rodriguez	25 Willowood		479.85	0.00	0.00	0.00	0.00	479.85
00145-4480	Brian D Campbell	31 Willowood		546.92	543.83	516.41	457.00	1,430.61	3,494.77
00145-4600	Nancy A Watteyne	46 Willowood		25.00	0.00	0.00	0.00	135.00	160.00
00145-4820	Settled - Sid Ross	17 Pepperwood		0.00	22.85	0.00	0.00	0.00	22.85
00145-5010	James T Mcnamee	71 Pepperwood		50.37	0.00	0.00	0.00	0.00	50.37
00145-5023	Ronald T Rurup	69 Pepperwood		479.85	0.00	0.00	0.00	0.00	479.85
00145-5214	Thomas Liebl	48 Pepperwood		2.52	0.00	0.00	0.00	0.00	2.52
00145-5256	Craig T Petrim Casey	56 Pepperwood		25.30	0.00	0.00	0.00	141.40	166.70
00145-5450	Brian Donald Emerson	33 Primrose		577.08	569.99	457.00	457.00	2,159.00	4,220.07
00145-5463	Kraig D Margulies	35 Primrose		584.10	579.51	457.00	457.00	4,558.28	6,635.89
00145-5735	Anthony Bo Fairclough	63 Primrose		0.46	0.04	0.04	0.00	0.04	0.58
00145-5748	Javad Sherkat-Andjoma	61 Primrose		0.00	27.75	0.00	0.00	0.00	27.75
00145-5913	Linda J Eddy	54 Primrose		0.76	0.00	0.00	0.00	0.00	0.76
00193-1479	Timothy L Robinson	13 Willowood		77.79	0.00	0.00	0.00	0.00	77.79
00202-5944	Andrew B. Simon	21 Willowood		479.85	0.00	0.00	0.00	0.00	479.85
00215-0301	Michael S Bowman	90 Willowood		0.70	0.00	0.00	0.00	0.00	0.70
00225-3855	Meelad M. Hadjegahaffari	7 Pepperwood		0.00	0.00	0.00	0.00	91.50	91.50
00232-1020	Hamid Arshadi,Ttee	27 Willowood		70.70	0.00	0.00	0.00	0.00	70.70
00238-2506	Martin Cutting	78 Primrose		22.85	0.00	0.00	0.00	0.00	22.85
00240-8723	Jacqueline Orloff	29 Primrose		479.85	0.00	0.00	0.00	0.00	479.85
00242-2385	Kiran Menon Vappala	17 Pepperwood		22.85	0.00	0.00	0.00	0.00	22.85
Outstanding Balance:				3,928.50	1,743.97	1,430.45	1,371.00	8,972.83	17,446.75
Percentage of Balance:				22.52%	10.00%	8.20%	7.86%	51.43%	100.00%
Total Accounts:				14	2	0	0	8	24

Prepaid Balances

Account Id	Name	Address	Legal Description	30 day	31-60 day	61-90 day	91-120 day	120+ day	Total Balance
00145-4448	Rhonda L Kerr	23 Willowood		-0.11	0.00	0.00	0.00	0.00	-0.11
00145-4503	Mark D Little	35 Willowood		-40.30	0.00	0.00	0.00	0.00	-40.30
00145-4587	Nikolay Enev	51 Willowood		0.00	-0.30	0.00	0.00	0.00	-0.30
00145-4590	Ann Michael	48 Willowood		0.00	-20.15	0.00	0.00	0.00	-20.15
00145-4710	Michael Khamis	6 Willowood		-0.38	0.00	0.00	0.00	0.00	-0.38
00145-4875	Jon Seeman	27 Pepperwood		-397.00	0.00	0.00	0.00	0.00	-397.00
00145-5036	Thomas Lacerra	67 Pepperwood		0.00	-0.30	0.00	0.00	0.00	-0.30
00145-5117	Christine A Muzyka	51 Pepperwood		-479.85	0.00	0.00	0.00	0.00	-479.85
00145-5337	Kimberly Razi	9 Primrose		-79.85	0.00	0.00	0.00	0.00	-79.85
00145-5476	Mikael B Modeer	37 Primrose		-0.15	0.00	0.00	0.00	0.00	-0.15

Delinquency and Prepaid Report
Laurelmont Community Association
 As Of: Sun Feb 28, 2021

Prepaid Balances

Account Id	Name	Address	Legal Description	30 day	31-60 day	61-90 day	91-120 day	120+ day	Total Balance
00145-5492	Jacob Shumate	40 Primrose		-457.00	0.00	0.00	0.00	0.00	-457.00
00145-5531	Kathleen A Garrett	18 Primrose		-0.04	0.00	0.00	0.00	0.00	-0.04
00145-5696	Raymond M Lewis	70 Primrose		-10.30	0.00	0.00	0.00	0.00	-10.30
00145-5719	Robert Lewis Williston	67 Primrose		-100.15	0.00	0.00	0.00	0.00	-100.15
00145-5803	11851 Lambert Llc	49 Primrose		0.00	0.00	0.00	0.00	-1,799.30	-1,799.30
00145-5816	Renee Hernandez	47 Primrose		-405.00	0.00	0.00	0.00	0.00	-405.00
00145-5887	Benjamin Thompson	48 Primrose		-479.85	0.00	0.00	0.00	0.00	-479.85
00192-2365	Linda M Magginetti	80 Willowood		0.00	-278.00	0.00	0.00	0.00	-278.00
00201-9536	Bret Lanners	99 Willowood		-10.00	0.00	0.00	0.00	0.00	-10.00
00203-3101	Settled - Nicholas Angelillo	80 Primrose		0.00	-411.30	0.00	0.00	0.00	-411.30
00209-0597	Bahareh Ershadi	82 Primrose		0.00	-0.30	0.00	0.00	0.00	-0.30
00217-0530	Saeed Amirnazari	42 Primrose		-397.00	0.00	0.00	0.00	0.00	-397.00
Prepaid Balance:				-2,856.98	-710.35	0.00	0.00	-1,799.30	-5,366.63
Percentage of Balance:				53.24%	13.24%	0.00%	0.00%	33.53%	100.00%
Total Accounts:				15	6	0	0	1	22
Balance:				1,071.52	1,033.62	1,430.45	1,371.00	7,173.53	12,080.12
Percentage of Total Balance:				8.87%	8.56%	11.84%	11.35%	59.38%	100.00%

No.	Date	Who From	Short Desc.	Detailed Description	Status	Date	Staff
1	43693	Board Directive	FTB Status	The required forms (including the 2019 taxes) have been issued to the FTB. "Active" status from the FTB is pending.	In Progress - Waiting on FTB	12/31/2020	Katy Howe
2	8/16/2019	Board Directive	FHA Status	8/17/2019 issued request to have FHA application 8/19/2019 received application, completed and sent back. 8/22/2019 received request for additional documentation, provided the requested documents and sent back. 9/17/2019 confirmed they cannot complete FHA approval until FTB status is fixed.	In Progress - Waiting on FTB Status	12/31/2020	Jessica Flicker
3	10/28/2019	32/34 firewall	BOD	management arranged for OCBS to inspect the property for a firewall. The Board confirmed this is the way those units were built. OCBS panicked the homeowner saying it wasn't to code. Per BOD request management is acquiring an additional opinion on the situation and a proposal for a solution. 11/5/2019 issued work order to ProTec to inspect, will present report upon receipt. 11/22/2019 David Cane's contact has retired so he provided a second person who management issued an email to in order to receive a third opinion in line with the Association's general counsel's recommendation. 11/25/2019 BOD reviewed the report provided by Pro Tec. The Board has decided to proceed with their legal counsel's advice to enlist the services of his recommendation who will not state that the fire wall is out of code. 12/9/2019 inspector met with homeowner, says he will have report to me in time to present at January 2020 Board meeting. 1/26/2020 David Cane has advised that the report is not ready yet but will be ready in about two more weeks. 2/12/2020 checked status with David, it is still not ready. 2/18/2020 checked status with David, he is still working on it. 3/19/2020 checked with David, still working on it. 4/7/2020 checked in again, David says because the city is closed he is unable to acquire the drawings he needs to complete this. until the city re-opens, he is unable to finish the report. vendor email: cardosoconsultingcc@gmail.com. 10/20/2020 - emailed the consultant to get a status update regarding this matter, pending response. 10/21/2020 - per Michael, "Because of the shutdown due to Covid, The City of Aliso Viejo was closed. They are open now so the first order of work is to locate any existing plans for the condos to see if there was a firewall originally proposed. If a firewall was never proposed, then we can focus on the year it was built and if the code at that time required a firewall between habitable dwellings. If the code tells us that for the year that the condos were permitted we did not require a firewall then there shall be no need to upgrade all the units. But first, we must locate the existing drawings. We contacted Joanna Stevens before the shutdown but have not heard back from her. I can personally go down there this Friday and find out what is going on and will let you know what	In Progress - Pending assistance from Association's attorney.	11/30/2020	Jessica Flicker

				happens." 11/24 - Emailed David Can for assistance as we have not heard from Michael. 12/3 - Emailed David Cane for assistance as we have not heard from Michael. 12/17/2020 - Emailed David Cane and Michael again.			
4	11/5/2019	Annual Item	Audit/Taxes	<p>Management requested an engagement letter for 2019 taxes and audit and, in light of the issue with 2015, decided to check the other years between 2016 to 2018. 2018 was also found to be missing. Management to present an engagement letter for 2018 and one for 2019 at the November 2019 Board meeting 11/25/2019 The Board approved the 2018 and 2019 engagement letters from ISK in the amount of \$2350 for both. 11/27/2019 management issued approval to ISK. BOD would like these included in the December financials, management has made this request. 1/10/2019 CPA issued additional questions, management responded. 2/25/2020 isk advised they would be finished soon and do not need any additional information from management. 3/19/2020 reached out to isk for status, they are backed up but working on it. 4/6/2020 checked again, they are almost finished. 4/27/2020 still waiting on audit and taxes, ISK advises this should be complete soon 6/16/2020 ISK advises 2018 will be ready any day now and then he will get 2019 done . within two weeks of that. 2018 has been filed and 2019 extended. once ISK is finished with 2019, this will be completed. 9/17/2020 2019 taxes received and sent to Board to sign. included in September BMP for approval. approved, posted to branch access and sent to Richard Chiu and Pro Tax. need to mail along with new 3500 and payment. 10/13/2020 at 8:20 a.m. - spoke with Molly at the FTB to verify all items needed. She said that they received the outstanding tax forms for 2015 and 2018, and just needs payments in the amount of \$65.00 for each year, separate checks preferred. Then, we need to submit the 3500 with the processing fee. 10/14/2020 - per Shannon at ProTax, the payments have been submitted to the FTB. Now the CPA needs to complete the 3500. Katy Howe working with David Cane on this as of 10/15/2020. 10/20/2020 - per the CPA, the 3500 should be completed by 10/28/2020. 10/23/2020 - completed 3500 form received from CPA and emailed to Board for signature. Board signed and sent back. Submitted check request for \$25.00 processing fee. 10/30/2020 - forms and check mailed to FTB. Will begin calling FTB 11/9 to check status. 11/9 - Called and they have received the forms, taxes, and checks, and now it needs to work through the processing</p>	In Process. Per FTB the Association is no longer suspended, but now it needs to be posted to the Secretary of State website.	9/28/2020	Jessica Flicker

				<p>system. 11/12 - called to check the status, still pending. 11/16 - called to check status, still pending. 11/19 - called to check status, still pending. 11/23 - called to check status, still pending. 11/30 - called to check status, still pending. 12/3 - called to check status, still pending. 12/7 - called to check status, still pending. 12/11 - called to check status, still pending. 12/15 - called to check status, still pending. 12/17 - called to check status, still pending.</p>			
5	4/27/2020	BOD	Trim Repair and Paint Project	<p>Management to present project managers at May meeting for trim repair and paint project 4/29/2020 requested AOC, Grant Davis and Ross Construction Management provide a briefing of their services/pricing 5/21 BOD is leaning toward Ross Construction Management, is requesting references first. 6/22/2020 BOD reviewed the references and would like more time to review. will table to next meeting 7/27/2020 BOD approved Ross Construction Management, RCM has been notified and will start getting proposals together for the BOD. 8/11/2020 RCM has requested a lot of information and is getting their ducks in a row. They will need to schedule a precon walk which we will schedule for September with the new Property Manager. 8/24 BOD advises they would like to schedule the walk sooner rather than later, ideally next week. will follow up with the vendor to see if this works for their schedule. Jessica Modica noted some extra windows on units, has requested this be reviewed during the precon walk. precon walk is ready to be scheduled. Precon walk scheduled for Monday, 9/28. Bid walk scheduled on or before 10/09/2020. Bid walk completed 10/30/2020. Board will have proposals to review at January 2021 meeting.</p>	In Progress	6/30/2021	Jessica Flicker

6	7/27/2020	BOD	Delinquency Policy	The Board has approved the new delinquency policy which moves the delinquency date from 15th of each month to the 30th. Management to send to Stephanie to update. sent to Stephanie 7/29 Stephanie advises conflict with CC&Rs, management inquiring with legal as to a solution. Legal advised that there is no conflict as long as the new delinq. date is not earlier than what the governing documents advise. management advised Stephanie who then stated in addition to the 15 to 30 day change, another of the fees would have to be changed with it. management to include in next BMP. will need to send to Stephanie Raymond upon approval. Board approved, needs to be resubmitted to Stephanie for implementation.	Complete. Emailed to Stephanie 10/1/2020	10/31/2020	Jessica Flicker
7	8/25/2020	BOD	Dryer Vents	BOD moving forward is ok any time there is a dryer vent repair (i.e. 37 Willowood) we can just have it re-routed Instead of paying for investigation/longer process	Approved by Board	9/28/2020	Jessica Flicker
10	8/25/2020	BOD	81 Pepperwood	81 Pepperwood (Chad) went to the pool without a reservation, held someone's phone over the water because he thought they were taping him and he was being generally aggressive. BOD requested management send another violation for nuisance. This homeowner's wife, Gisela, stayed after the meeting to talk about the first violation. She was not aware this was going on and will be having a conversation with him. She advises he's been under a lot of stress from work and his mother passing last week. The board has requested he be invited to the next meeting to discuss. Chad came to 9/28/2020 Board meeting. He acknowledged his behavior was wrong. Manager to send letter documenting board conversation to homeowner. If they receive further reports of this behavior, they will send matter to attorney.	Complete	9/28/2020	Jessica Flicker
8	8/25/2020	BOD	49 Primrose Fence	BOD offers to help coordinate removal of wood fence at 49 Primrose and installation of a new vinyl one - this would be at homeowner expense. Management to reach out to homeowner and offer this option. Homeowner has reached back to management, they would like to pay for the plexi upgrade. management has requested the vendor create a divided proposal. vendor will not work with the homeowner is only willing to do this project if the HOA fronts payment and bills back homeowner. homeowner has agreed to this, waiting on proposal. 10/30/2020 - per Vendor, they will have the proposal to us by 11/6.	In Progress	10/31/2020	Jessica Flicker

9	8/25/2020	BOD	Daily Chem Tester	Request proposal for daily testing of pool chemical levels. Attorney to review proposal once received. For inclusion in October Board package. This should be received by 10/9/2020. 10/13/2020 - emailed David again, as the proposal has not been received. Pending response. 11/17 - Board approved proposal. Submitted to Aquarius 11/30.	Completed - Pending installation.	10/15/2020	Jessica Flicker
11	8/25/2020	BOD	Landscape Contract	Management to request 3 proposals for landscape contract based on "option 2" of villa park's request for 2021. The Board will most likely not change landscapers, they just want to make sure the pricing is competitive. Requested, waiting on proposals. Jessica Flicker will be obtaining these proposals, Jessica Lee did not get them in final week.	Completed. Board selected Harvest Landscape on 11/17/2020	10/15/2020	Jessica Flicker
12	8/25/2020	BOD	Roofing Preventative Maintenance Proposals	Management to follow up on Roof PMs, BOD advises they DO want one from Antis. Requested, will present at September Board meeting (requested from Antis, Sanchez and Absolute). One vendor - AOC/ADCO provided proposal, however that proposal included gutter cleaning, which is not an association responsibility. Received revised proposal from ADCO, others due by 10/9/2020.	Complete. Board to review proposals at 11/17/2020 meeting.	10/15/2020	Jessica Flicker
13	8/27/2020	BOD	Board Membership	Board member Mark just resigned. Manager to post a notification in TownSq for candidates. Board has inferred that this will wait until the election.	Complete	8/28/2020	
14	8/27/2020	Jess Modica	Light photocell replacement on "streetlight"	Three Phase electric 414## invoice. Jessica to confirm which light they repaired. Three phase confirms this was a street light. Management to address with the executive team. Team will talk to Three Phase about work done on a SDGE Light.	Completed. Refund issued to HOA from Associa.	10/15/2020	Katy Howe
15	9/22/2020	Management	Wood Replacement Project	Jessica Flicker and Board and Justin from Ross Construction to Walk wood replacement project	Complete	9/28/2020	Jessica Flicker
16	9/28/2020	Board Directive	Wood Replacement Project	Check the Accurate Termite Report for whether or not the pool trellis is included in the reports/warranty.	Complete - it is not included	10/2/2020	Jessica Flicker
17	9/28/2020	Board Directive	Accurate Termite Contract	Send the main contact for Accurate Termite to Justin from Ross Construction.	Complete - Emailed 9/29/2020	10/2/2020	Jessica Flicker
18	9/28/2020	Board Directive	Roofing Repair Follow-up	Check on 25 Pepperwood, there is still a piece of plastic tarp from a previous roof repair still up. Probably from Antis.	Completed 10/30/2020.	10/2/2020	Katarina Fajardo
19	9/28/2020	Board Directive	Pool Gates/Closure	Gate is broken into the pool equipment area, check the combination lock at the front of the pool, it does not work. Can fobs to pool be shut off (not to other parts of the community)? If not, please chain lock the pool gate. Back pool gates not locked/latching either. Aquarius still needs to put "Pool Closed" signs on front gate, Tom has been asking since last Monday 9/21. 10/12/2020 - per Spectrum they will be out on 10/13 to install cable locks on front and back gates.	Completed. Cable locks installed on front and back gates. Combination is 7713 and the keys are also in the lockbox.	10/2/2020	Jessica Flicker

20	9/28/2020	Board Directive	Towing Company Question	Patrol company may be using a new towing company (iTow?). Find out who they're using, as the signs in the community point to a different towing company. Patrol Masters to put up new signs by 10/09/2020. 10/19/2020 - received confirmation that the correct signage with iTow information is posted in the community.	Completed.	10/5/2020	Katarina Fajardo
21	9/28/2020	Board Directive	Pool Testing Bid	In the bid for new daily pool testing equipment, there's a note about "calling Cyril" about the bid. Cyril is a troublemaking homeowner who should have no connection to this. Please have vendor remove any references to Cyril from bid.	Completed.	10/2/2020	Jessica Flicker
22	9/28/2020	Board Directive	61 Primrose - Fencing Issue	Javat (owner at 61 Primrose) – call him today, there is a problem with his fences and he has been trying to reach out and explain for 2.5 years (according to his niece Roya). Katy received message from Roya on 10/18/2020 that work was done on one of two gates. Katy forwarded this note to Jessica, Katy added new action item with fire gate.	Completed. Spectrum completed repairs and gave their phone number to the niece if she had any questions.	10/1/2020	Jessica Flicker
23	9/28/2020	Board Directive	ADCO Bid Revision	ADCO bid needs to have gutter cleaning removed from the roof preventative maintenance bid, as this is a homeowner responsibility item.	Complete. Revised proposal received.	10/2/2020	Jessica Flicker
24	9/28/2020	Board Directive	Backflow Inspections	Check into timing of backflow inspections, they should be due and added to action list.	Completed	10/5/2020	Jessica Flicker, then Katarina Fajardo
25	9/28/2020	Board Directive	Cleaning Company Service Level Reduced	Please ensure cleaning company knows to change service from daily to weekly. The billing should show that as well. There were a couple mentions of residents witnessing incomplete servicing of restrooms at pool. 10/6/2020 - they are on site 3 days per week, in accordance with the contract.	Complete. Emailed Personal Touch 10/6/2020	10/2/2020	Jessica Flicker
26	9/28/2020	Board Directive	Roofing Inspection @ 41 Willowood	Bee removal at 41 Willowood included a roof repair (to get into the area with the honeycomb). Board requests that we schedule an inspection of the repair by an actual roofer. There is a 24 month warranty that bees don't reestablish, but Board more concerned about integrity of roof and roof leaks.	Completed	10/2/2020	Katarina Fajardo
27	9/28/2020	Board Directive	Accounting Question	How do they make tax payments (Quarterly? All at once?). Payments are made all at once.	Complete. It is made all at once.	10/5/2020	Jessica Flicker
28	9/28/2020	Board Directive	Management Directive	When coding invoices, please make sure the comment field includes both the address work was performed and the nature of the work.	Noted.	Ongoing	Jessica Flicker
29	9/28/2020	Board Directive	Management Directive	When coding invoices, please code repairs on homes to 6515 and code common area repairs to 6600.	Noted.	Ongoing	Jessica Flicker
30	9/28/2020	Board Directive	Reserve Contributions	Need to work with accounting to review all reserve funding contributions, have they all been done. There are contribution payments/invoices for July-December. Katy has requested re-input of January - June's contributions.	Completed	10/2/2020	Katy Howe

31	9/28/2020	Board Directive	Landscaping Proposal	Talk to Villa Park about the options for plantings on item that was on the agenda. Per board president, association is holding off on planting until new landscape vendor is selected. Jessica to put this up on TownSq. 10/6/2020 - update posted to TownSq regarding this matter being in process.	Completed	10/2/2020	Jessica Flicker
32	9/28/2020	Board Directive	Delinquency Policy	Submit approved delinquency policy to Stephanie Raymond.	Complete. Emailed to Stephanie 10/1/2020	10/2/2020	Jessica Flicker
33	9/28/2020	Board Directive	Reserve Study	Selected ARS for Reserve Study – on-site study...have board member sign and please submit approval to ARS ASAP. 10/6/2020 - Board agreed to update without site visit. In process of sending information to ARS to complete the study. 10/14/2020 - worksheet received from ARS. Emailed completed worksheet, August financials, and 2020 study to ARS on 10/14/2020.	Completed. Draft study received 10/30/2020.	10/2/2020	Jessica Flicker
34	9/28/2020	Board Directive	Landscape Contract	Talk to Villa Park regarding getting the MSDS sheets on chemicals used in landscaping.	Complete. Information received 10/1	10/5/2020	Katarina Fajardo
35	9/28/2020	Board Treasurer	Accounting Question	Find out why there was a \$100 in pool fees collected from Account 228-9285; this is not typical. Homeowner paid \$100 for a new pool key in August.	Complete, it was for a new pool key.	10/5/2020	Katy Howe
36	9/28/2020	Board Treasurer	Emergency Roof Repair Vendor	Going forward, talk to Antis about being set up again as one of the wintertime emergency response vendors. Set up a timing agreement?	In process - Meeting with Aaron Antis had to be rescheduled	10/15/2020	Jessica Flicker
37	9/28/2020	Board Treasurer	Budget	Budget: Run Income and Expense Projection Report for August. 10/19/2020 - emailed to Jess and Board.	Completed 10/19/2020	10/15/2020	Jessica Flicker
38	9/28/2020	Board Treasurer	Budget	Budget: Run 2019 Full Year Monthly Expense. 10/19/2020 - emailed to Jess and Board.	Completed 10/19/2020	10/15/2020	Jessica Flicker
39	9/28/2020	Board Treasurer	Budget	Budget: Run Trailing 2020-2019 Monthly Expenses (September 2019 – August 2020). 10/19/2020 - emailed to Jess and Board.	Completed 10/19/2020	10/15/2020	Jessica Flicker
40	9/28/2020	Board Treasurer	Budget	Budget: Send Budget with Notes Version. 10/19/2020 - emailed to Jess and Board.	Completed 10/19/2020	10/15/2020	Jessica Flicker
41	9/28/2020	Board Treasurer	Budget	Budget: Send Month by Month Budget. 10/19/2020 - emailed to Jess and Board.	Completed 10/19/2020	10/15/2020	Jessica Flicker
42	9/28/2020	Board Treasurer	Budget	Budget: Given first glance at Jessica Lee's numbers – review gas utility numbers, water supply numbers, janitorial service numbers (daily service next summer), pool management (daily testing next summer), remove street sweeping, 6530/5060 – amortize principal and interest for pipe loan payback, 6702 pool chemicals (they purchased a lot in 2019, barely any in 2020, perhaps somewhere in between for 2021).	Completed 11/03/2020	10/15/2020	Jessica Flicker

43	9/28/2020	Board Treasurer	Budget	Budget: Clean up all roofing repairs, put in roofing 6725.	Completed 11/03/2020	10/15/2020	Jessica Flicker
44	9/28/2020	Board Treasurer	Budget	Budget: GL 7095 – double check the patrol expense.	Noted. GL for Patrol will be added in draft budget	10/15/2020	Jessica Flicker
45	9/28/2020	Homeowner	Committee Participation	Sarah at 11 Pepperwood, interested in Committees and noted that she observed the janitorial service visiting the pool without really doing any cleaning.	Complete. Emailed homeowner 10/6/2020, as she also volunteered to serve as the inspector of elections	10/1/2020	Jessica Flicker
47	9/28/2020	Homeowner	Upload Documents	(former board member) Mark Walther, 33 Pepperwood; please provide the minutes from July/August and financials (minus delinquency report) from July/August.	Completed. Emailed 9/30/2020.	10/2/2020	Katarina Fajardo
48	9/28/2020	Homeowner	Shephard's Hook Fencing at Pool	Mark Walther, noted the shepherd's hook fencing at the pool has been cut in half and does not work? Issue work order to the pool company to inspect and replace if needed.	Completed per vendor as of 10/13/2020. Photos submitted of replaced hook.	10/15/2020	Katarina Fajardo
49	9/28/2020	Homeowner	Incomplete WO @ 84 Willowood	Elissa Spiegel, 84 Willowood, what is the status of her Work Order (with JGB), she has not heard anything. JGB cannot perform any roof work. Antis sent in October. Board to review proposal at 11/5 meeting.	Completed.	11/30/2020	Katarina Fajardo
50	9/28/2020	Homeowner	Damaged Plants @ Pool	Elissa Spiegel, noted that the metal repainting around the pool also got paint all over the plants behind the pool. That needs to be cleaned up.	Completed	10/1/2020	Jessica Flicker
51	9/28/2020	Homeowner	Tree Trimming 18 Primrose	Kathy at 18 Primrose, her trees were due to be trimmed, several of them did not get trimmed the way they should have. Great Scott, tree trimming vendor, will probably need to do another visit at this property.	Completed.	9/29/2020	Jessica Flicker
52	9/28/2020	Homeowner	Vendor Question for 84 Primrose	Patty at 84 Primrose (and her husband/partner James Brewer) noted that they were looking for contractor license numbers for both QuickTime Pool & Spa (previous vendor) and Blue Balance (most recent pool vendor). He complained that in the independent testing that he ordered (!) showed that there was anywhere between 3000-3600 TDS (total dissolved solids) in the pool water, he feels that the pool water should be drained and replaced, either partially or wholly.	Completed 10/6	10/7/2020	Jessica Flicker
53	9/28/2020	Homeowner	FHA Question for 46 Primrose	Mike Safavi of 46 Primrose, had comments about the FTB and FHA status. Asked whether or not Associa-PCM would pay homeowners for the loss of FHA status...I said no. 10/8/2020 - updated Mr. Safavi as to the status of the FTB and FHA reinstatements.	Completed	10/7/2020	Jessica Flicker

54	9/25/2020	Board	Tree Trimming	The Board is concerned that the trees that were scheduled to be trimmed in 2020 have not been completed and the trees that were trimmed were not done so adequately. Management to schedule a site walk with Great Scott Tree Service to look at the trees and come up with a plan. 10/13/2020 - site visit with arborist, management, and Board in process. 10/15/2020 - scheduled to walk community with arborist and Board on 10/21/2020. Walk conducted on 10/20 Board will approve invoice. Great Scott will submit a proposal for some additional trimmings and removals.	Completed	10/1/2020	Jessica Flicker
55	9/25/2020	Board	Termite Treatment Warranty	The Board wants a fully executed copy of the termite treatment warranty with Accurate on file. We do not have a fully executed copy, so Management will have the Board sign the warranty, and send it to Accurate, so that both parties have the fully executed agreement on file.	In process - sent to Jess via DocuSign 2/1/2021		Jessica Flicker
56	9/28/2020	Board President	69 Willowood - Bush Removal	There is a bush/tree at 69 Willowood that needs to be removed as it attracts bees and the homeowner has a life threatening allergy. Management to ask Villa Park Landscape for a proposal to remove the bush/ tree. 10/7/2020 - tree has been removed. Pending removal of flowers and installation of sod.	Completed	10/2/2020	Jessica Flicker
57	9/25/2020	Board	Bank Signature Card Update	Management to get Jess and Tom to sign updated signature cards and submit to PRO Bank. 10/13/2020 - Board completed their portion of the signature card.	Completed	10/9/2020	Jessica Flicker
58	9/28/2020	Homeowner	55 Willowood - Water Bill Reimbursement	The homeowner submitted a request for reimbursement for over use of water bills as a result of an association responsibility plumbing leak. The Board approved the reimbursement at the May 21, 2020 meeting, but the check request was never submitted. Management to submit the check request go get the homeowner reimbursed.	Completed.	10/9/2020	Jessica Flicker
59	9/24/2020	BOD	WQMP Compliance	The WQMP was submitted late, and resulted in a payment penalty. Per the Collection Firm, a total of \$115.37 is owed (interest compounds daily). If we can get a check in the mail by 10/6, we won't owe any more. Management to submit a check request ASAP.	Completed. Paid via credit card 10/12/2020.	10/6/2020	Jessica Flicker
60	10/5/2020	Homeowner	78 Primrose - Roof Inspection, Chimney Flue	JGB rescheduled for 10/6/20 for chimney flue inspections and to address the hanging structure plate. Received JGB proposal 10/6/20. Additional RFP with Antis Roofing - pending proposal 10/7/20.	Completed. Antis given approval 11/11	10/6/2020	Adam Boulter
61	10/16/2020	Homeowner	81 Primrose	Spectrum Service work order to inspect and repair wood post rot on front fence. Pending scheduled date. // Update: 10/20/20 Spectrum will be scheduling with the homeowner this week for repairs. // Update: 10/26/20 Spectrum sent proposal, pending approval	Completed - Approval given to Spectrum 11/11	10/16/2020	Adam Boulter

62	10/19/2020	Homeowner	61 Primrose	Homeowner representative Roya noted that front gate was repaired, asked for when the back fire gate would be fixed? Katy forwarded email to Jessica Flicker, who is working with Katarina to connect with Spectrum (vendor). Katy emailed Roya back on 10/19/2020 to let her know that this was being confirmed with the vendor. 10/19/2020 - vendor and Roya spoke, Roya was not aware that the repairs were completed. Spectrum provided Roya with their phone number for her to call if she had any other questions.	Completed 10/19/2020	10/19/2020	Jessica Flicker
63	10/20/2020	Homeowner	44 Primrose	Michael and he wanted to express his concern with the landscaping vendor not addressing the hedges and tree that were planted. He was also wondering if there might be a way to get that area to look like everyone else's so that it is easier to maintain. He stated the hedges sometimes make it hard to open car doors and the leaves/nuts that the tree drops are everywhere. 10/20/2020 - Management will review with the Board and the landscapers during the next site visit. 11/3 - Villa Park will submit proposal for Board to review at November meeting.	Completed	11/15/2020	Jessica Flicker
64	11/5/2020	Board	Landscape Contract	Management to invite Harvest Landscape and Brightview and Brightview Landscape to attend the November 17th Executive Session meeting to present their proposals.	Completed 11/9	11/11/2020	Jessica Flicker
65	11/5/2020	Board	Landscape Enhancement Proposals	Management to send the approvals/ denials for the landscape enhancement proposals to Villa Park for the 9 proposals submitted.	Completed 11/9	11/20/2020	Jessica Flicker
66	11/5/2020	Board	Draft Reserve Study	Management to work with Jess for the proposed changes to the reserve study. 11/13 - call with Jess and Tom to work through the remaining life on several items. Management submitted changes to reserve analyst and requested revised study by EOD 11/17.	Completed	11/20/2020	Jessica Flicker
67	11/5/2020	Board	Preventative Roof Maintenance Proposals	Management to request proposals from Superior Roofing and Roofing Standards for the preventative roof maintenance of the community. 11/10 - requests for proposals sent.	Completed	11/11/2020	Jessica Flicker
68	11/5/2020	Board	Plumbing Repair Proposals	Management to send approval to James LeCourt Plumbing for the following plumbing repairs: 81 Primrose - \$5,575.00; 97 Willowood - \$2,650.00; 79 Willowood - \$3,250.00.	Completed 11/11	11/11/2020	Jessica Flicker
69	11/5/2020	Board	Roof Repair Proposals	Management to send approval to Antis Roofing for the following roof repairs: 29 Pepperwood - water testing - \$495.00.; 27 Pepperwood - Shingle & Fascia Replacement - \$2,742.00; 78 Primrose - Shingle, Membrane and Spar Arrester Replacements - \$4,631.00	Completed 11/11	11/11/2020	Jessica Flicker
70	11/5/2020	Board	145-5052 - Fee Waiver Request	Management to send a letter to 145-5052 to let them know that the Board has approved the waiver of the \$30.00 return check fee as it was an error on behalf of management that the check was returned. Management to ensure that the Association is credited for the \$30.00 waiver too.	Completed 11/20/2020	11/20/2020	Jessica Flicker
71	11/5/2020	Board	Tree Trimming and Removal Proposal	Management to send approval to Great Scott Tree Service for the tree trimming for building clearance and four (4) tree removals at a total cost of \$3,355.00	Completed 11/11	11/11/2020	Jessica Flicker

72	11/5/2020	Board	Gate/ Fence Repair Proposals	Management to send approval to Spectrum Property Services for the following gate/ fence repair proposals: 81 Primrose - Front Post & Gate Repair - \$1,848.00; 45 Pepperwood - Front Gate & Rear Stucco Repair - \$889.00; 51 Pepperwood - Front Fence & Rear Gate Repair - \$1,794.00; 19 Primrose - Rear Fence Repairs - \$1,623.00; 19 Primrose - Front Fence/ Siding Repairs - \$430.00.	Completed 11/11	11/11/2020	Jessica Flicker
73	11/5/2020	Board	Committees	Management to include draft committee charters in the next Board packet for the Board to review and approve before committee formations. 11/16 - included in packet for review.	Completed 11/11	11/13/2020	Jessica Flicker
74	11/15/2020	Board	Re-Pipe Loan	Management to obtain proposals to re-finance the re-pipe loan for the Board to review at the January meeting.	Per Board, the rates are not low enough to consider changing right now. Completed.	1/27/2021	Jessica Flicker
75	11/17/2020	Board	Landscape Maintenance Contracts	Management to send a termination letter to Villa Park Landscape with their last day of service to be December 31, 2020, and to request that they still plan to attend the landscape walk on December 1, 2020, so that all outstanding items can be addressed.	Completed 11/20/2020	11/30/2020	Jessica Flicker
76	11/17/2020	Board	Landscape Maintenance Contracts	Management to send approval to Harvest Landscape for monthly landscape maintenance services to begin on January 1, 2021 at a total cost of \$12,470.40 which includes a \$10,000.00 planting credit, mulch installation throughout the community two (2) times per year and scalping and overseeding included for the first year.	Completed 11/23/2020	11/30/2020	Jessica Flicker
77	11/17/2020	Board	Landscape Maintenance Contracts	Management to notify Brightview that the Board appreciated them attending the meeting, and advising them that the Board selected another landscape maintenance company for the community, but that their proposal will be kept on file for future reference.	Completed 11/18/2020	11/30/2020	Jessica Flicker
78	11/17/2020	Board	Landscape Committee	Management to post the approved landscape committee charter to TownSq, and to ask for homeowner volunteers who may be interested in serving on the committee. Management to include that the Board will look to appoint committee members at the January 2021 meeting.	Completed 12/7/2020	11/30/2020	Jessica Flicker
79	11/17/2020	Board	Committees	Management to prepare draft charters for the Wood Trim Replacement & Painting Project Committee and Communications Committee for the Board to review at the December meeting.	Completed 12/7/2020	12/4/2020	Jessica Flicker
80	11/17/2020	Board	2021 Budget	Management to prepare the 2021 budget for mailing to include the 5% increase in dues.	Completed 11/23/2020	11/30/2020	Jessica Flicker

81	11/17/2020	Board	Preventative Roof Maintenance	Management to contact Joe with Superior Roofing to request that he sharpen his pencil with his proposal. Provided that the proposal is less than \$30,000.00, management to send approval to Superior Roofing for the preventative roof maintenance throughout the community. 11/18/2020 - called Joe, he said he would get a revised proposal to us. 11/20/2020 - revised proposal came in at \$29,800.00. Approval sent to Joe. 12/1/2020 - followed up with Superior regarding scheduling the work to be completed.	Completed 11/20/2020	11/20/2020	Jessica Flicker
82	11/17/2020	Board	Preventative Roof Maintenance	Management to notify Adco and Antis that the Board has selected another vendor to perform the preventative roof maintenance for this year, however their proposals will be kept on file for future reference.	Completed 11/20/2020	11/30/2020	Jessica Flicker
83	11/17/2020	Board	Interior Repair Proposal	Management to send approval to JGB to complete the interior repairs at 4 Willowood at a total cost not to exceed \$1,361.49.	Completed 11/17/2020	11/20/2020	Jessica Flicker
84	11/17/2020	Board	Automated Chemical Controller & Log Installation	Management to request that Aquarius provide the warranty and contractor license information for their company. Management to then send approval to Aquarius to complete the installation of the automated chemical controller & log for the pool and spa at a total cost not to exceed \$5,166.00. 11/18/2020 - emailed to request information. 3 year warranty confirmed and contractor license information pending.	Completed. Approval sent 11/20/2020	11/30/2020	Jessica Flicker
85	12/15/2020	Board	Delinquency Report	Management to look into acct. #145-5735 and find out why there is \$0.04 as an account balance.	Completed 12/18/2020	12/30/2020	Jessica Flicker
86	12/15/2020	Board	Reserve Study	Management to post the full reserve study to TownSq.	Completed 12/17/2020	12/17/2020	Jessica Flicker
87	12/15/2020	Board	Pool Maintenance	Management to request proposals for pool maintenance for the community and notify the Board of the names of the companies who will be bidding.	Will be completed by new mgmt. company.	12/30/2020	Jessica Flicker
88	12/15/2020	Board	Preventative Roof Maintenance	Management to find out the maintenance schedule for the roof PM from Superior Roofing.	Completed 12/17/2020	12/30/2020	Jessica Flicker
89	12/15/2020	Board	Work Order - Painting Repairs - 13 Pepperwood	Management to send a work order to AOC to request that they paint the siding near the roof at 13 Pepperwood at a total cost not to exceed \$150.00 without further approval, that came off as a result of a tarp that the roofers had placed on the building. 12/18/2020 - work order sent.	Completed	12/30/2020	Jessica Flicker
90	12/15/2020	Board	Due To/ Due From	Management to let the Board know how much is left in the due to/ due from once the large transfer goes through. 12/16/2020 - there is still a balance of \$58,697.98.	Completed 12/16/2020	12/16/2020	Jessica Flicker
91	12/15/2020	Board	Due To/ Due From	Management to transfer as much as possible to reduce the due to/ due from amount, and then have the rest written off so that the 2021 budget is clean.	Completed 12/30/2020	12/30/2020	Jessica Flicker
92	12/15/2020	Board	Election	Management to find out how many ballots have been returned so far. 12/17/2020 - there have been 9 ballots returned to date.	Completed	12/17/2020	Jessica Flicker

93	12/15/2020	Board	Election	Management to check in the Bylaws and election rules to see if write in candidates are permitted. 12/18/2020 - per the election rules and the bylaws, it has always been a requirement that an owner be on record for the community. Additionally, write-in candidates are not permitted.	Completed 12/18/2020	12/18/2020	Jessica Flicker
94	12/15/2020	Board	October Management Invoice	Management to send the October management fee extras invoice to the Board for review	Completed 12/18/2020	12/18/2020	Jessica Flicker
95	12/15/2020	Board	Mark Walther - Budget Questions	Management to prepare a response to Mark Walther's budget questions.	Completed 1/14/2021	1/14/2021	Jessica Flicker
96	12/15/2020	Homeowner	Work Order - Fence Repairs - 29 Pepperwood	Management to look into the status of the fence repairs for 29 Pepperwood. If necessary, management to re-issue a work order to Spectrum to have it inspected and a proposal to be prepared. 12/18/2020 - emailed Spectrum for a status update on the proposal preparation for these repairs.	In process	12/30/2020	Jessica Flicker
97	12/15/2020	Homeowner	Work Order - Roof Repairs - 29 Pepperwood	Management to send a work order to Superior Roofing to have the roof inspected at 29 Pepperwood. 12/18/2020 - work order sent.	Completed	12/30/2020	Jessica Flicker
98	12/15/2020	Homeowner	Work Order - Roof - 41 Primrose	Management to send a work order to Superior Roofing to have the roof at 41 Primrose inspected. 12/18/2020 - work order sent.	Completed.	12/30/2020	Jessica Flicker
99	12/15/2020	Board	65 Pepperwood - Build Back Interior Repairs	Management to obtain a proposal from Service First Restoration for the build back interior repairs at 65 Pepperwood. If the cost is less than \$2,634.32, then management to approve the proposal. Otherwise, management to approve the proposal from JGB, minus the flooring and base board replacement, at a total cost not to exceed \$2,634.32. 12/18/2020 - work order sent.	Completed 12/30/2020	12/30/2020	Jessica Flicker
100	12/15/2020	Board	Investment Options	Management to obtain investment options from other financial institutions (currently with Morgan Stanley) and present to the Board at the January meeting. 1/14/2021 - a broker from Morgan Stanley will be present at the meeting to discuss the account and options.	Will be completed by new mgmt. company.	12/30/2020	Jessica Flicker
101	12/15/2020	Board	No Parking Signs	Management to obtain the total number of "no parking" signs that need to be replaced throughout the community.	Will be completed by new mgmt. company.	12/30/2020	Jessica Flicker
102	12/15/2020	Board	No Parking Signs	Management to obtain a proposal to have the 12" x 18" signs replaced (including labor)	Will be completed by new mgmt. company.	12/30/2020	Jessica Flicker
103	12/15/2020	Board	Insurance	Management to start requesting insurance renewal information in advance of the March 31st renewal date.	Will be completed by new mgmt. company.	12/30/2020	Jessica Flicker
104	1/14/2021	City of Aliso Viejo	WQMP Compliance	Management to complete and submit the 2021 WQMP forms and check. 1/15/2021 - form submitted and confirmation received from the city. Check request also submitted.	Completed 1/14/2021	2/26/2021	Jessica Flicker

105	1/14/2021	Board	Financials	Management to let Jess know about how much money we are expecting to come into the operating account between now and the end of the month.	Completed	1/18/2021	Jessica Flicker
106	1/14/2021	Board	Reserve Contributions - 2020	Management to verify that there were no extra contributions made for 2020, as the Operating account was significantly lower than what was originally planned.	Completed	1/18/2021	Jessica Flicker
107	1/14/2021	Board	US Mail Posting on TownSq	Management to update the posting on TownSq regarding the mail that is being returned, as homeowners should not be encouraged to sign up for TownSq due to the upcoming management transition.	Completed	1/14/2021	Jessica Flicker
108	1/14/2021	Board	Wood Trim Project	Management to check with Ross Construction to find out a range of the proposals that have come in for the project so far, and then provide that information to the Board.	Completed	1/14/2021	Jessica Flicker
109	1/27/2021	Board	Hearings	Management to send the following hearing results letters: 71 Pepperwood - Extension granted until 2/28/2021; 67 Primrose - \$250.00 fine and hearing recall; 17 Willowood - \$250.00 fine and hearing recall	Completed	2/4/2021	Jessica Flicker
110	1/27/2021	Board	Patrol - Safelist Report	Management to remove the permanent safelist for 81 Willowood, and to look into the other permanent safelists on the report.	Completed	2/3/2021	Jessica Flicker
111	1/27/2021	Board	Delinquencies	Management to waive the \$250.00 late fee for acct. #221-1910	Completed	2/3/2021	Jessica Flicker
112	1/27/2021	Board	Payment Plan Request	Management to send a Board response to Acct. #145-5463 letting them know that the Board denied their request, as it would take around 30 years for the account to become current based on their payment plan request.	Completed	2/3/2021	Jessica Flicker
113	1/27/2021	Board	Morgan Stanley - CDs	The Board will be working with their new management company and their attorney to determine how best to proceed with the CD accounts.	Noted.		Board
114	1/27/2021	Board	Wood Trim Project	Management to notify Ross Construction that the Board would like to see the scinario for the following items: top cap/ wall cap; full prime + 1 coat; 2 full coats; caulking metal components as needed on chimney caps where the metal meets the wood. Ross Construction to also ask the vendors for references.	Completed	2/3/2021	Jessica Flicker
115	1/27/2021	Board	November & December Financials	Management to find out why GL 6025 had voids and re-issues for the water bills; management to look into why the prior year loss is so high.	In process		Jessica Flicker
116	1/27/2021	Board	Tree Trimming	Management to pull the contract and minutes for the tree trimming with Great Scott, and send to the Board for review.	Completed	2/3/2021	Jessica Flicker
117	1/27/2021	Board	Concrete Grinding/ Replacement	Management to request that Concrete Hazard Solutions provide proposals for the concrete repairs at 88 and 68 Willowood, as those should not wait for the community wide project.	Completed	2/3/2021	Jessica Flicker
118	1/27/2021	Board	Plumbing Repair Proposals	Management to send approval to James LeCourt plumbing for the following plumbing repairs: 17 Willowood - \$7,825.00	Completed	2/1/2021	Katarina Fajardo
119	1/27/2021	Board	Roof Repair Proposals	Management to send approval to Superior Roofing for the following roof repairs: 41 Primrose - \$3,100.00.	Completed	2/1/2021	Katarina Fajardo

120	1/27/2021	Board	53 Primrose	Management to send a work order to Service First Restoration to have them check the livingroom wall at 53 Primrose to detect moisture and to advise as to what may have caused the crack.	Completed	2/1/2021	Jessica Flicker
121	1/27/2021	Board	51 Primrose	Management to notify the homeowner that we will need to access their backyard to inspect the patio slab that was replaced. 2/11/2021 - Management has sent a letter to the homeowner, letting them know that we will need to access their backyard to check the patio slab. Additionally, we have requested that they submit an architectural application.	In process.		Jessica Flicker
122	1/27/2021	Board	Pool Lights - Work Order	Management to send a work order to the pool company to let them know that the light in the deep end of the pool is out.	Completed	2/3/2021	Jessica Flicker
123	2/23/2021	Board	Legal	Management to review correspondence from legal counsel regarding the rental restrictions and governing document re-writes that may be needed regarding this bill.	Completed - no emails found.	2/26/2021	Jessica Flicker
124	2/23/2021	Board	Hearings	Management to send the following hearing results letters: 67 Primrose - \$500.00 fine and hearing recall; 17 Willowood - No fine assessed, but the trellis is not approved and must be removed.	Unable to assess fines due to transition.	2/26/2021	Jessica Flicker
125	2/23/2021	Board	Delinquencies	Management to send a Board response to Acct. #145-5463 letting them know that the Board approved their payment plan request to pay an additional \$200.00 per month in addition to the monthly assessment, with no other penalties being accrued. However, if they default on the payment plan or are late in paying their regular assessments, then the payment plan will be void, and a lien will be placed on their account and further collection efforts will be taken.	Completed	2/26/2021	Jessica Flicker
126	2/23/2021	Board	Delinquencies	Management to send a Board response to Acct. #145-5256 letting them know that the Board approved to waive the soft costs that were assessed to their account, but the hard costs will not be waived as those were billed to and paid for by the Association.	Completed	2/26/2021	Jessica Flicker
127	2/23/2021	Board	Committees	Management to note the following committee appointments: Landscape - Elissa Spiegel, Kathy Garrett, and Tom James. Newsletter/ Communication - Elissa Spiegel, Mark Walther	Completed	2/26/2021	Jessica Flicker
128	2/23/2021	Board	Concrete Grinding/ Replacement	Management to send approval to Concrete Hazard Solutions for the concrete removal and replacement at 68 and 88 Willowood at a total cost of \$10,320.00 to be paid from Reserves.	Completed	2/26/2021	Jessica Flicker
129	2/23/2021	Board	Tree Removal	Management to ask Harvest to remove the large Jacaranda at 68 Willowood at a total cost not to exceed \$1,295.00.	Completed	2/26/2021	Jessica Flicker
130	2/23/2021	Board	Audit/Taxes	Management to send approval to Inouye, Shively, Klatt, & McCorvey to complete the 2020 audit and tax returns at a total cost of \$1,300.00.	Completed	2/24/2021	Jessica Flicker
131	2/23/2021	Board	Roof Repair Proposals	Management to send approval to Superior Roofing for the following roof repairs: 61 Pepperwood - \$1,650.00. Management to ask Superior Roofing to revise the proposal for 46 Willowood to break out the flat roof repairs and to caulk and foam seal the windows, and resubmit the proposal.	Completed	2/26/2021	Jessica Flicker
132	2/23/2021	Board	Interior Repair Proposal	Management to send denial to ServiceFirst Restoration for 10 Willowood as the repairs are beyond the bare walls policy.	Completed	2/26/2021	Jessica Flicker

133	2/23/2021	Board	Landscape Proposals	Management to send approval to Harvest Landscape for the plant material installation at 85 Primrose at a total cost of \$280.00.	Completed	2/26/2021	Jessica Flicker
134	2/23/2021	Board	Landscape Proposals	Management to send denial to Harvest Landscape for the removal of ivy and installation of plant material at 66 Willowood.	Completed	2/26/2021	Jessica Flicker
135	2/23/2021	Board	Architectural Application	Management to send a denial to 29 Primrose for their architectural application for their fence installation, indicating that they need to provide a better detailed drawing and specify the full height of the fence once installed.	Completed	2/26/2021	Jessica Flicker