MANAGEMENT SERVICES REVIEW AD HOC COMMITTEE MINUTES

Tuesday, January 2, 2018

The meeting of the Management Services Review Ad Hoc Committee was held on Tuesday, January 2, 2018. The meeting was called to order at 1:00 p.m., by Chair Rapp, in Administration Conference Room B, followed by the Pledge of Allegiance.

ROLL CALL	Ms. K. Rapp, Chair	Mr. B. Lukoff
	Mrs. C. Damoci	Ms. L. Stone, Ex-Officio
	Mr. W. Gould	
Present:	Ms. S. Hopewell	
Absent:	Mr. S. McGuigan	
	Ms. R. Winkler	

Staff and Guests:
Mr. R. Ankeny, Executive Director
Mr. M. Weaver, Facilities Director
Mr. D. Rudge, Project Coordinator/Building Inspector
Mr. R. Gonzalez, Facilities Manager
Mr. A. Hensley, Service Maintenance Assistant Supervisor
Ms. K. Lukina, Recording Secretary
Two Shareholders/ Members

CHAIR'S ANNOUNCEMENTS

Chair Rapp welcomed Committee members, and recognized the attendees: Linda Stone - GRF President, Mark Weaver - Facilities Director, David Rudge – Physical Property Manager, Ruben Gonzalez – Facilities Manager, Aaron Hensley - Service Maintenance Assistant Supervisor, and Katya Lukina - Recording Secretary.

The business of the Management Services Review Access Ad Hoc Committee will be conducted as a committee meeting in accordance with the agenda. The agenda actions of the committee will be limited only to the members of the committee and will only constitute such actions in accordance with stated Committee policy and/or provide recommendations to the GRF Board of Directors at its regular Board meeting on the 4th Tuesday of the month. GRF Board members who are not committee members will be allowed to comment when recognized by the Chair and only during the proscribed Foundation member/shareholder comment period, not to exceed three minutes, as set forth in Policy 5610, Participation by Foundation Members/Shareholders. The minutes of today's Board meeting will be presented to the Board for approval following the approval of the committee meeting minutes in January, 2018.

RULES OF ORDER

Chair Rapp asked everyone to turn off their cell phones, and raise their hands to speak.

CHAIR'S REPORT

Chair Rapp had no report to present at the time of the meeting.

APPROVAL OF MINUTES

The regularly scheduled Committee meeting minutes of December 6, 2017, were accepted as written.

SHAREHOLDER/ MEMBER COMMENTS

There were no comments made by shareholders/members at the time of the meeting.

UNFINISHED BUSINESS

GRF Building Inspector Services, ##1-96

The Committee reviewed GRF Building Inspector services, and concurred on the following:

- Add a comment to #22, damaged unit inspection, stating that if a shareholder is responsible for damages, he or she will pay for damages and the Inspector's time;
- State service numbers that were deleted as duplicates (see attachment).

NEW BUSINESS

GRF Service Maintenance – Mutual Property, ##1-123

The Committee reviewed GRF Service Maintenance – Mutual Property services ##1-75, including plumbing and carpentry, and determined whether those services are standard or non-standard (see attachment and comments).

The Committee concurred to review ##76-123 at the next scheduled meeting.

STAFF REPORTS

There were no staff reports presented at the time of the meeting.

PRESIDENT'S COMMENTS

The President commented on agenda items throughout the meeting.

SHAREHOLDER/ MEMBER COMMENTS

There were no shareholder/member comments made at the time of the meeting.

COMMITTEE MEMBER COMMENTS

Four Committee members spoke on the items pertaining to the agenda.

ADJOURNMENT

Chair Rapp adjourned the meeting at 3:03 p.m.

Kathy Rapp

Kathy Rapp, Committee Chair
Management Services Review Ad Hoc Committee
kl 01.02.2018

GRF Building Inspector Services (Physical Property Department)

Mutual		GRF Building Inspector Services	Standard Yes/No	Comments	Date
✓	1	Animal control (rodents, coyotes, snakes, etc.)	Yes	Inside the unit incident will be charged as an SRO to a shareholder. Outside of the unit incident will be charged to a Mutual.	9/5/2017
✓	2	Annual Inspection	Yes	The annual inspection that has been done accompanied by the Physical Property Inspector, issuing follow-up letters, and returning for a follow-up walk through will be considered a normal maintenance. The annual follow-up walk through that is occurred due to violation of safety/fire inspection, will be considered abnormal, and charged to either a Mutual or a resident.	10/3/2017
✓	3	Annual inspection Liaison to Social Services/Safety	No		
✓	4	Annual inspections follow up letters	Yes		
✓	5	Annual inspections follow up walk through	No		
✓	6	Answer general resident questions, return phone calls & e-mails	Yes		9/5/2017
✓	7	Biennial Fire inspections	Yes		9/5/2017
✓	8	City of Seal Beach Inspector Liaison	Yes		9/5/2017
✓	9	Complaint remediation (on any PP related matter)	Yes		9/5/2017
✓	10	Construction Permit Inspection - Final	Yes	Work will be completed as contracted (to follow Mutual policy).	9/5/2017
✓	11	Construction Permit Inspection - Progress	Yes	Work will be completed as contracted (to follow Mutual policy).	9/5/2017
✓	12	Contractor Liaison - Correction notice	Yes	Will be completed following the Mutual policy, while working with the contractor and the city to get a resolution between them on a correction notice by the city of Seal Beach.	9/5/2017
✓	13	Construction Permit Inspection - Correction notice follow up	Yes		9/5/2017
✓	14	Contractor Liaison for Mutual repairs - Paint, Pest, Landscape	Yes	Performed as liaison to Mutual repairs, and sometimes involve pests.	9/5/2017
✓	15	Contractor payments	Yes/No	A modified contract will be considered an abnormal maintenance.	10/3/2017
✓	16	Contractor coordination meetings	Yes		9/5/2017
✓	17	Contractor/Member Dispute resolution	Yes/No	If it takes more than one Physical Property Inspector to resolve the dispute, the maintenance will be considered abnormal.	10/3/2017
✓	18	Contractor rules enforcement	Yes		9/5/2017
✓	19	Coordinating Buyer/Seller agreements during transfer of stock	Yes		9/5/2017
✓	20	Coordination and the city of Seal Beach Building Department approval (Unit flooding, fire, etc.)	Yes		9/5/2017
✓	21	Coordination of repairs with Mutuals, contractors, and insurance companies	Yes		9/5/2017
✓	22	Damaged unit inspection (Damages caused by a resident)	Yes	If a Shareholder is responsible for damages, he or she will pay for damages and the Inspector's time.	9/5/2017
✓	23	Escrow corrective work liaison	Yes		9/5/2017
✓	24	Final inspections/Escrow	Yes		9/5/2017
✓	25	Follow-up inspections and associated documentation	Yes		9/5/2017
✓	26	GRF and Mutual special project coordination and construction (re-pipe and roofing)	Yes		12/5/2017
✓	27	a. Paving and concrete sidewalk repair/replacement	Yes		12/5/2017
✓	28	b. Painting	Yes		12/5/2017
✓	29	c. Termite and Dry Rot Damage	Yes		12/5/2017
✓	30	d. Tree trimming	Yes		12/5/2017
✓	31	e. Re-roofing	?		12/5/2017
✓	32	f. Re-piping	?		12/5/2017
✓	33	g. Sewer Relining	?		12/5/2017
	34	GRF Community Projects - Planning- Edison, OCTA, Caltrans, City of Seal Beach, OC Public Works, Utilities	Yes		10/3/2017
	35	GRF Community Projects - Construction - Edison, OCTA, Caltrans Project, City of Seal Beach, OC Public Works, Utilities	Yes		10/3/2017
✓	36	Illegal construction resolution	Yes/No	A shareholder may be charged a fee towards Physical Property Department for a time spent to resolve the issue.	10/3/2017
✓	37	Information calls regarding GRF process	Yes		10/3/2017
✓	38	Maintenance Service Calls for inspection for direction	Yes		10/3/2017
✓	39	Member Escrow Liaison after close	Yes		10/3/2017
✓	40	Monthly BOD Report	Yes		10/3/2017
✓	41	Monthly Mutual meetings and reports	Yes/No	Anything outside of approved projects and reports will result in extra charge to a Mutual.	10/3/2017 10/3/2017
✓	42	Mutual Director liaison	Yes		10/3/2017
✓	43	Mutual job walks	Yes		10/3/2017
✓	44	Contractor Orientation	Yes		9/5/2017

Mutual		GRF Building Inspector Services	Normal Yes/No	Comments	Date
✓	45	Mutual monthly report of escrows	Yes		10/3/2017
✓	46	Mutual monthly report of permits	Yes		10/3/2017
✓	47	Mutual monthly report of projects	Yes		10/3/2017
✓	48	Mutual policy review and updates	Yes		10/3/2017
✓	49	New buyer interviews (Orientations)	Yes		10/3/2017
✓	50	New resident inspections	Yes		12/5/2017
✓	51	Open doors (for Shareholders who are not home)	No		12/5/2017
✓	52	Overseeing concrete pours from beginning to the end	No*	*The service is considered non-standard if it takes over an hour of Inspector's time.	12/5/2017
✓	53	Overseeing Mutual long term contracts:	Yes/No*	RFPs for services is a standard service; *any control or supervision of those services is non-standard.	10/3/2017
✓	54	a. Landscaping			
✓	55	b. Sewer cleaning			
✓	56	c. Termite and pest control			
✓	57	d. Fire protection			
✓	58	Parking control	No		10/3/2017
✓	59	Permit review	Yes		10/3/2017
✓	60	Pest Management with vendor	No		10/3/2017
✓	61	Plan review for code to support City of Seal Beach	Yes		11/7/2017
✓	62	Plan review for policy compliance - Shareholder	Yes		11/7/2017
✓	63	Plan review with Mutual for approval	Yes	The service becomes non-standard (additional cost) if Mutual requires more time.	11/7/2017
✓	64	Plan checks for Mutual compliance	Yes		11/7/2017
✓	65	Posting for inspections - Annual Posting for Inspections - Special	No	Posting for annual inspection will be done by the Mutual or someone hired by the Mutual.	11/7/2017
✓	66	Posting for inspections - Project work	Yes		11/7/2017
✓	67	Pre-listing inspections	Yes		11/7/2017
✓	68	Process change orders	Yes	The service becomes non-standard if a change order requires new permit. The additional fee will be charged.	11/7/2017
✓	69	Process all paperwork involved in transfer of stock	Yes		11/7/2017
✓	71	Proper disposition of abandoned personal property	No		11/7/2017
✓	72	Real Estate Agent Liaison	No		11/7/2017
✓	73	Red tags and remediation	Yes		11/7/2017
✓	74	Contract management (RFP for landscaping and pest management)	Yes		11/7/2017
✓	76	Roof inspections (Non-destructive)	Yes		11/7/2017
✓	77	Roof repair service (non-GRF)	Yes		11/7/2017
✓	78	Service Maintenance requests	Yes	The service becomes non-standard when the Inspector is called in, and a damage report needs to be filed. If the call is due to shareholder's negligence, he/she will be billed for Inspector's time.	11/7/2017
✓	81	Termite inspections and associated documentation	Yes		11/7/2017
✓	82	Vendor invoice processing	Yes		11/7/2017
✓	83	Water and fire damage inspection and reports; Claims and all other associated paperwork	Yes		11/7/2017
✓	84	Water Damage project management		The service becomes non-standard when the Inspector is called in, and a damage report needs to be filed. If the call is due to shareholder's negligence, he/she will be billed for Inspector's time.	11/7/2017
✓	85	Parking rental management for Mutuals	?		1/2/2018

	Contract Services	Standard Yes/No	Comments	Date
88	Appointments for Conference Room Pre-Bid Meetings	Yes		11/7/2017
89	Contract creation	Yes		11/7/2017
90	Contract Facilitation	Yes		11/7/2017
91	Contract Storage	Yes		11/7/2017
92	Contractor notification	Yes		11/7/2017
93	Payment Processing	Yes		11/7/2017
94	RFP document creation	Yes		11/7/2017
95	RFP document facilitation	Yes		11/7/2017
96	RFP document storage	Yes		11/7/2017

Deleted as duplicates (11-7-17):	
#70	Project management - roof leaks, re-pipe, flood recovery, re-roof, carport driveways, fence replacement, sidewalks (duplicate of #26)
#75	RFP for pest management (combined with #74, RFP for landscaping, to become Contract management (RFP for landscaping and pest management)
#79	Special inspections and associated documentation (duplicate of ##2,25)
#80	Tagging and storing abandoned personal property (duplicate of #71)

GRF Service Maintenance – Mutual Property

Item	GRF Service Maintenance - Mutual Property (Plumbing)	Standard Yes/No	Comments	Date
1. Toilet. Standard only	Service, install and repair	Yes	Non-standard items will be chargeable	1/2/2018
2. Kitchen Sink. Standard only	Service, install and repair	Yes	Non-standard items will be chargeable	1/2/2018
3. Basin Sink. Standard only	Service, install and repair	Yes	Non-standard items will be chargeable	1/2/2018
4. Kitchen Faucet. Standard only	Service, install and repair (mutual/shareholder)	Yes	Non-standard items will be chargeable	1/2/2018
5. Basin Faucet. Standard only	Service, install and repair (mutual/shareholder)	Yes	Non-standard items will be chargeable	1/2/2018
6. Garbage Disposal	Service, install and repair	Yes		1/2/2018
7. Ice Maker	Install in mutual refrigerator ONLY and run water line	Yes/No	Subject to Mutual Policy	1/2/2018
8. Water Heater	Service, install and repair (30 gal & 40 gal)	Yes		1/2/2018
9. Laundry Room Water Heater	Service, install and repair (50 gal)	Yes		1/2/2018
10. Shower Hose/Head	Service, install and repair	Yes		1/2/2018
11. Water Filter	Install and replace filter (resident)	No		1/2/2018
12. Shower valve, hardware. Standard only	Service , install and repair (resident - service/repair)	Yes	Non-standard shower valve will be repiared at Shareholder's expense	1/2/2018
13. Angle stops	Service and replace angle stops under sinks, and at toilet	No		1/2/2018
14. Supply Valve at Water Heater	Service, install and repair	Yes		1/2/2018
15. Supply Valves to Buildings	Service, install, repair and rebuild	Yes		1/2/2018
16. Backflow Water Supply Valve	Service, repair and rebuild	Yes		1/2/2018
17. Building Water Supply	Repair and replace water lines in walls and attics	Yes		1/2/2018
18. Hose Bibbs/Water lines	Repair, replace, and relocate water lines to hose bibs	Yes		1/2/2018
19. Hose Bibbs	Replace and repair hose Bibb (outdoor faucet)	Yes/No	Only applies to approved, architecturally permitted hose bibbs. Any modifications will be considered non-standard	1/2/2018
20. Outside Water Supply	Repair and replace water mains to bldg. - repair and replace water lines to irrigation systems	Yes	Standard if it is a Mutual water irrigation line	1/2/2018
21. Bypass Waterlines	Connect temporary water lines to feed buildings	Yes		1/2/2018
22. Kennedy Valves	Exercise kennedy valves in the street - Shut-off valves for contractors when needed	Yes		1/2/2018
23. Recirculating Pumps	Service, repair and replace	Yes	GRF	1/2/2018
24. Commercial Water heaters/boilers. Emergency service	Service and repair lines to boilers (mutual 17)	Yes		1/2/2018
25. Dishwashers	Service water lines in the event of a leak ONLY (shareholder)	No		1/2/2018
26. Leaks. Emergency service	All leaks from an unknown source (mutual/shareholder)	Yes		1/2/2018
27. Toilet Flange	Replace sewer flange at toilet	Yes		1/2/2018
28. Shower Flange	Repair and replace shower drains	Yes		1/2/2018
29. Sewer Laterals	a. Inspect broken sewer laterals	Yes		1/2/2018
	b. Repair broken sewer laterals	No		1/2/2018
30. Sewer Mains	Dig-up, expose and repair sewer mains	Yes	Case by case	1/2/2018
31. Sewer Mains	Clean and clear stoppages	Yes/No	Per Mutual Policy	1/2/2018
32. Storm Drains	Clean debris and clear stoppages	Yes		1/2/2018
33. Area Drains	Clear debris and clear stoppages	Yes		1/2/2018
34. Roof Gutter Drains	Clean debris and clear gutters	No		1/2/2018
35. Laundry Drains (Mutual laundry lines)	Clear Stoppage and clean lines	No		1/2/2018
36. Sink and Basin Stoppages	Clear stoppages and clean lines	Yes (see above)	Per Mutual Policy	1/2/2018
37. Shower and Tub Stoppages	Clear stoppages and clean lines	Yes (see above)	Per Mutual Policy	1/2/2018
38. Toilet Stoppages	Clear stoppages and clean lines	Yes (see above)	Per Mutual Policy (if there is no damages by Shareholder)	1/2/2018
39. Sewer Inspections	Video inspect all sewer lines and drains	Yes		1/2/2018
40. A/C condensation Lines	Clean and repair (shareholder)	No	Emergency service	1/2/2018
41. Building Stoppages	Run cable and clear sewer line throughout building	Yes		1/2/2018

Item	GRF Service Maintenance - Mutual Property (Carpentry)	Standard Yes/No	Comments	Date
42. Windows	Service and repair for proper function (mutual/shareholder)	Yes/No (see above)		1/2/2018
43. Window Glass	Replace standard glass ONLY (mutual)	Yes (see above)		1/2/2018
44. Mirror. Standard mirrors	Service, remove and install	Yes	Per Mutual	1/2/2018
45. Doors	Service, repair and install	Yes (see above)	Per Mutual	1/2/2018
46. Rolling Doors for closets. Standard doors	Service, repair and install	Yes	Per Mutual	1/2/2018
47. Weather Stripping (around standrad doors and windows)	Install around doors and windows	Yes		1/2/2018
48. Insulation (incl. water heater area)	Remove and install	Yes	Per Mutual	1/2/2018
49. Standard screens	Assemble, rescreen, install and repair	Yes		1/2/2018
50. Standard Kitchen Counter	Service, modify, install and repair (see above)	Yes	Per Mutual	1/2/2018
51. Standard Basin Counter	Service, modify, install and repair	Yes (see above)	Per Mutual	1/2/2018
52. Cabinets	Service, modify, and install mutual standard cabinets	Yes	Per Mutual	1/2/2018
53. Standard Drawers	Service, and replace slides, handles and hardware	Yes	Per Mutual	1/2/2018
54. Dividers	Install, create and build	Yes	Per Mutual	1/2/2018
55. Bread and Cutting Boards	Service, remove and patch	Yes	Per Mutual	1/2/2018
56. Hampers	Service, install and repair	Yes		1/2/2018
57. Door Locks	Master, install, service and repair - create keys/escrow	Yes	Per Mutual	1/2/2018
58. Lock Box	Install new lock boxes	Yes		1/2/2018
59. Lock-outs, wellness checks	Assist security with entering units	(Security?)		1/2/2018
60. Walls	a. Frame and repair interior/exterior	No		1/2/2018
	b. Emergency service, small (reasonable) repair	Yes		
61. Drywall (small repairs only, excludign abatement)	Install, service and patch	Yes		1/2/2018
62. Ceilings	Service, repair and patch	No		1/2/2018
63. Fire Walls (small repair only)	Patch fire walls in attic	Yes		1/2/2018
64. Trim and Moldings (standard equipment only)	Build, modify, service and install	Yes (see above)		1/2/2018
65. Grab Bars	Install and modify	Yes		1/2/2018
66. Shower Enclosures	Remove, clean and reset	Yes	Per Mutual	1/2/2018
67. Shower Hardware	Service and install new hardware	Yes	Per Mutual	1/2/2018
68. Toilet Hardware	Install toilet seats - install toilet paper holders	Yes (see above)	Per Mutual	1/2/2018
69. Wall A/C	Remove units and restore walls and/or windows	No		1/2/2018
70. Odor Control	Seal unit (walls, drains, etc.)	Yes	Per Mutual	1/2/2018
71. Skylights	Clean skylight, reinstall dome, repair shafts and flashing ONLY	No	Emergency repair. Per Mutual	1/2/2018
72. Roofs	Service and repair shingles, flashing, plywood and vents	Yes	Small repair and emergency service	1/2/2018
73. Rain Gutters	Install, service and repair	Yes		1/2/2018
74. Dry rot (up to 100 sq. ft.)	Replace rafters, beams, joist, plywood, etc. - rebuild framing in units and at carports	Yes	Becomes a non-standrad service by a roofing company (outside contractor) beyond 100 sq. ft., at Service Maintenance discretion	1/2/2018
75. Paint	Primer and treat lumber ONLY	Yes		1/2/2018