MANAGEMENT SERVICES REVIEW AD HOC COMMITTEE

Agenda

Administration Conference Room
Monday, April 22, 2019
1:00 p.m.

1. **Call to Order/Pledge of Allegiance**
2. **Roll Call/Notice of Quorum**
3. **Chair's Announcements**
   a. Introduction of Guests and Staff

      Linda Stone, GRF President
      Randy Ankeny, Executive Director
      Julie Rodgers, Purchasing Manager
      Marcy Kmieciak, Recording Secretary

   b. Rules of Order
   c. Chair's Report
4. **Approval of Minutes**
   a. Minutes of Regular Meeting, March 25, 2019 (pp. 1-3)
5. **Shareholder/Member Comments – Agenda Items Only**

   (Limited to 3 minutes per person)
6. **Unfinished Business**
   b. Recreation Department Service Review (p. 4)
7. **New Business**
   a. Purchasing Department Service Proposal (pp. 5-6)
8. **President's Comments**
9. **Shareholder/Member Comments**

   (Limited to 3 minutes per person)
10. **Committee Member Comments**
11. **Next Meeting**

      Tuesday, May 07, 2019 – 1:00 p.m.
      Conference Room B
12. **Adjournment**

REVISED 4/17/19 AT 3:30 P.M.

MANAGEMENT SERVICES REVIEW AD HOC COMMITTEE MINUTES

Monday, March 25, 2019

The meeting of the Management Services Review Ad Hoc Committee was held on Monday, March 25, 2019. The meeting was called to order at 1:00 p.m., by Chair Rapp, in the Administration Conference Room.

ROLL CALL

Present:	Ms. K. Rapp, Chair	Ms. M. Gerber
	Ms. R. Winkler	Ms. S. Fekjar
	Mr. P. Friedman	Ms. J. Isom
		Ms. L. Stone, Ex-Officio

Staff and Guests: Mr. R. Ankeny, Executive Director
Mr. T. De Leon, Recreation Director
Ms. P. Snowden, GRF Representative, Mutual Two
Ms. S. Hopewell, GRF Representative, Mutual Six
Ms. M. Kmieciak, Recording Secretary
9 Shareholder/ Member

CHAIR'S ANNOUNCEMENTS

Chair Rapp welcomed Committee members, and recognized the attendees: Randy Ankeny – Executive Director, Terry De Leon – Recreation Director, Marcy Kmieciak – Recording Secretary.

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 minutes of the February 25, 2019, regular meeting were approved, as presented.

SHAREHOLDER/ MEMBER COMMENTS

There was one Shareholder/Member comment.

DRAFT

UNFINSIHED BUSINESS

IT Department Service Review

The Committee reviewed the final list of non-standard services for the IT Department. There were no changes at the time of the meeting.

NEW BUSINESS

Recreation Department Service Proposal

The Committee reviewed the Recreation Department services and determined which items were standard and non-standard, and added comments as needed. See attached.

PRESIDENT'S COMMENTS

The President commented on various items pertaining to the Committee's area of purview.

SHAREHOLDER/ MEMBER COMMENTS

Three Shareholder/Members commented on items pertaining to the Committee's area of purview.

COMMITTEE MEMBER COMMENTS

Six Committee members spoke on the proceedings of the Committee meeting.

ADJOURNMENT

Chair Rapp adjourned the meeting at 1:41 p.m.

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Kathy Rapp, Committee Chair
Management Services Review Ad Hoc Committee

mk 03-25-19

DRAFT

Item	Category	Management Services - Recreation Department	Standard Yes/No	Comments	Date
1	Janitorial services	Laundry room cleaning	Yes	Extras are non-standard	
2	Janitorial services	Carport cleaning	Yes		
3	Janitorial services	Oil spot clean up	Yes		
4	Janitorial services	Dead animal pick up	Yes		
5	Janitorial services	Mutual Apartment cleaning	No		
6	Community Facilities services	Mutual meetings	Yes	Including Mutual Council Meetings	
7	Community Facilities services	Mutual Social Events	Yes		
8	Community Facilities services	Election AV services	Yes		
9	Community Facilities services	Mutual Meeting AV services	Yes		

DRAFT

MSRAH RECREATION SUMMARY

Nine services were reviewed and all but one was considered to be standard. The only non-standard service was apartment cleaning which is usually billed back to the shareholder or sale of the apartment.

Item	Category	Management Services - Purchasing Department	Standard Yes/No	Comments
1	Purchasing - Special Materials Requests	Special Non-inventory purchase requests for ongoing items (i.e. skylights)		
2	Purchasing - Special Materials Requests	Special Quote requests - meet with requester to gather information about their needs		
3	Purchasing - Special Materials Requests	Special Quote requests - Research products to find suitable materials - follow up with requester for approval of material options		
4	Purchasing - Special Materials Requests	Research suppliers to find suitable partner		
5	Purchasing - Special Materials Requests	Secure W-9 set up new vendor		
6	Purchasing - Special Materials Requests	Negotiate pricing / payment terms for purchase		
7	Purchasing - Special Materials Requests	Create and send purchase order to place order		
8	Purchasing - Special Materials Requests	Follow purchase order status through to delivery		
9	Purchasing - Special Materials Requests	Process receiving of materials, verifying accuracy of item and quantity - providing accounting with documentation to support payment to supplier		
10	Purchasing - Special Materials Requests	Contact mutual regarding receipt of delivery		
11	Purchasing - Special Materials Requests	Facilitate storage of non-inventory items if delivery to mutual is delayed		
12	Purchasing - Special Materials Requests	Special Non-inventory purchase requests (generators, storage sheds, skylights, etc.)		
13	Purchasing - Special Materials Requests	Returns of special non-inventory purchase requests, either due to defective merchandise, or change of plans.		
14	Purchasing - Special Materials Requests	Special Inventory Purchase Requests to support projects (water heaters, fascia, range hoods)		
15	Purchasing - Appliances	Facilitate SRO split billings on upgrade items, i.e. bottom freezer refrigerators		
16	Purchasing - Appliances	Refrigerator Warranty Repair Requests, this involves calls to warranty repair company and shareholder, both to schedule and follow up that service was completed. Calling the front gate on the scheduled day of service to allow tech admittance to the community		
17	Purchasing - Appliances	Provide cost of parts, age of machine versus cost of new machine when requesting Mutual officer Refrigerator Repair Parts or replacement authorization		
18	Purchasing - Appliances	Updating tracking spreadsheet of all refrigerator repair requests, part requests, new unit order requests		
19	Purchasing - Appliances	Laundry Warranty Repair Service Requests, calling the warranty repair company to schedule service Calling the front gate on the scheduled day of service to allow tech admittance to the community.		

Item	Category	Management Services - Purchasing Department	Standard Yes/No	Comments
20	Purchasing - Appliances	Laundry Warranty Repair Parts Requests - requesting and coordinating the return of faulty parts for warranty replacement. Ordering and processing the receipt of warranty parts shipped.		
21	Purchasing - Appliances	Source parts, request quotes for Laundry non-warranty repair parts		
22	Purchasing - Appliances	Provide cost of parts, age of machine versus cost of new machine replacement when requesting Mutual officer Laundry Repair Part purchase authorization		
23	Purchasing - Appliances	Track all costs associated with the repair of laundry machines, including freight to correctly charge all costs		
24	Purchasing - Appliances	Obtain Mutual officer new laundry appliance authorization		
25	Purchasing - Appliances	Request replacement SRO if new appliance purchase is authorized		
26	Purchasing - Appliances	Updating tracking spreadsheet of all laundry repair requests, part requests, new unit order requests		
27	Purchasing - Appliances	Initiate process to reverse incorrect SRO billings and create corrective SRO billings		
28	Purchasing	Publish Monthly Price Lists		
29	Purchasing	Communicate via President's Council all necessary material obsoletions or technology updates, providing impact to mutual in cost or benefit options. Collecting feedback or requests for additional information		
30	Purchasing	Attend mutual meetings at the request of mutual officers for presentation and discussion on miscellaneous topics		
31	Purchasing	Enter materials for all SROs		
32	Purchasing	Coordinating Delivery/Pick-up/Payment of Storage POD rentals		