



Mutual Administration Committee

Agenda

Conference Room B
Tuesday, December 13, 2016
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:
Randy Ankeny, Executive Director
Jodi Hopkins, Mutual Administration Director
Courtney Knapp, Stock Transfer Supervisor
Ruben Gonzalez, Facilities Manager
Deanna Bennett, Recording Secretary
 - b. Rules of Order
 - c. Chair's Report
4. Approval of Minutes
 - a. Minutes of November 8, 2016 (pp. 1-6)
5. Shareholder/Member Comments – Agenda Items Only
(Limited to 3 minutes per person)
6. Correspondence
 - a. N/A
7. Reports
 - a. Facilities Manager's Report (p. 7)
 - b. Mutual Administration Manager's Report – Cost Center 33 & MAC (pp. 8-12)
8. Unfinished Business
 - a. Update of Attorney Review of Policies 1400-33, Co-Occupants and Qualified Permanent Residents; 1801-33, Qualified Permanent Resident & Co-Occupant

Agreements; 1802- 33, Qualified Permanent Resident Agreement; and 1804-33,
Request for Additional Occupant Entry Update

9. New Business
 - a. Establishment of a Policy Reorganization Sub-committee
 - b. Production of New Buyer Video
 - c. Funding Request to Defray Cost of CERT kits, Non-budgeted Expense
10. Policies
 - a. Exception to Policy 5536.1-31, Gate Passes, as Resolved by Mutual Boards of Directors (pp. 13-18)
11. Staff Reports
 - a. Mutual Administration Director Jodi Hopkins (pp. 19-26)
 - b. Executive Director Randy Ankeny
12. Shareholder/Member Comments
(Limited to 3 minutes per person)
13. President's Comments
14. Committee Member Comments
15. Next Meeting/Adjournment
 - a. **Tuesday, January 10, 2017**



MUTUAL ADMINISTRATION MINUTES
November 8, 2016

The meeting of the Mutual Administration Committee was called to order at 1:00 p.m. by Chair Rapp and was held on Tuesday, November 8, 2016, in the Administration Conference Room, followed by the Pledge of Allegiance.

ROLL CALL

Present:	Ms. K. Rapp, Chair	Mr. P. Moore (1:08 p.m.)
	Ms. S. Hopewell, Vice Chair	Mrs. J. Reed
	Mrs. M. Greer	Ms. P. Snowden
	Mr. B. Lukoff	Mrs. C. Damoci, Ex-Officio

Also Mr. R. Ankeny, Executive Director

Present: Mrs. J. Hopkins, Mutual Administration Director

 Mr. J. Guerrero, Security Chief

 Mr. R. Gonzalez, Facilities Manager

 Ms. C. Knapp, Stock Transfer Supervisor

 Mrs. L. Whitlock, Recording Secretary

 Mrs. L. Perrotti, GRF Representative, Mutual One

 Ms. L. Stone, GRF Representative, Mutual Three

 Mr. P. Hood, GRF Representative, Mutual Five

 Mrs. H. Tran, GRF Representative, Mutual Fifteen (1:33 p.m.)

 Ten Shareholders/Foundation Members

There being no objections, Chair Hood declared the reading of the Quorum Notification be dispensed with by unanimous consent.

The Chair stated that in accordance with California Civil Code Section 4090, please be advised that a quorum of the GRF Board of Directors is present at today's posted meeting. The business of the Finance Committee will be conducted in accordance with the agenda. As a quorum of the Board is present, this meeting will be conducted as a committee meeting and a Board meeting. 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 comment period, not to exceed three minutes, as set forth in Policy 5610, Participation by Foundation Members. The minutes of today's Committee meeting will be presented to the Board for approval following the approval of the committee meeting minutes in November, 2016.

CHAIR'S ANNOUNCEMENTS

Chair Rapp welcomed the Committee Members, guests and staff, including GRF President Carole Damoci; Executive Director, Randy Ankeny; Mutual Administration Director, Jodi Hopkins; Security Chief, Jaime Guerrero; Facilities Manager, Ruben Gonzalez; Stock Transfer Supervisor, Courtney Knapp and Recording Secretary, Laura Whitlock. She also requested that members exhibit an appropriate amount of decorum and turn off cell phones.

APPROVAL OF MINUTES

The minutes of the Mutual Administration Committee meeting of October 11, 2016, were approved as presented.

SHAREHOLDER COMMENTS

Three shareholders/members spoke on today's Committee agenda items.

CORRESPONDENCE

After a brief discussion regarding the correspondence received by Margaret Guillon, Chair Rapp stated that she will add to next month's agenda the formation of a Policy Sub Committee, which will include Betty Coven, Paula Snowden, Margaret Guillon and possibly Linda Corp, as recommended by Mr. Lukoff.

STAFF REPORTS

The Mutual Administration Director presented reports for the month of October.

The Community Facilities Manager presented the open SRO Report.

The Executive Director presented the budget variance reports.

OLD BUSINESS

Pet Policy Update

Chair Rapp reported that the Mutual Pet Policy is still a work-in-progress and that she looks forward on working on the GRF Pet Policy in January. No action taken.

Legal Review of Stock Transfer Documents

The legal review of Stock Transfer documents were broken down into the following categories: Easy Fixes; Mutual Boards/Counsel; Trust Counsel; GRF Board; Beaumont Updates; and GRF & Mutual Clarifications.

After a brief discussion by Committee members, shareholders and staff, it is the consensus of the Committee to

- Assign Easy Fixes to be handled by Stock Transfer Supervisor;
- Mutual Boards/Counsel to be discussed in January 2017 ;
- Trust Counsel to be discussed at Executive Session on 11/22/16 at 2:00 p.m., Administration Conference Room;
- GRF Board, as it relates to apartment remodeling, it is the consensus of the Committee to add the following verbiage to the Contractor's List, "Before selecting a contractor, please consult your Mutual Board." On all other items in this section, the Committee's recommendation to the Mutual Boards is to seek legal counsel;
- Beaumont Updates to be discussed at a future meeting; and
- GRF & Mutual Clarifications to be discussed at a future meeting.

Legal Update of Policies 1400-33; 1801-33; 1802-33 and 1804-33

Chair Rapp reported she is still reviewing attorney's policies recommendations. Review of the following policies will be placed on the agenda for December's meeting:

- 1400-33: Co-Occupants and Qualified Permanent Residents (QPR)
- 1801-33: QPR and Co-Occupant Agreement
- 1802-33: QPR Agreement
- 1804-33: Request for Additional Occupant

NEW BUSINESS

(No New Business Items to report)

POLICIES

(No Policies to Review)

STAFF REPORTS

The Executive Director presented the Mutual Administration Director's report, as attached.

The Executive Director offered no further comments than those made during the Committee meeting.

The Stock Transfer Supervisor provided her monthly report to the Committee.

PRESIDENT'S COMMENTS

GRF President had no comments.

SHAREHOLDER COMMENTS

Three shareholders/members spoke on various items pertaining to the Committee's area of purview.

COMMITTEE MEMBERS COMMENTS

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

Chair's Comments

Chair Rapp thanked committee members, staff and guests for attending and participating in the meeting. The next scheduled meeting of the Mutual Administration Committee will be Tuesday, December 13, 2016.

ADJOURNMENT

Chair Rapp adjourned the meeting at 2:31 p.m.

Kathleen Rapp, Chair
MUTUAL ADMINISTRATION COMMITTEE

law 11.16.16

RECAP OF MOTIONS AND ACTIONS TAKEN AT THE MUTUAL ADMINISTRATION COMMITTEE MEETING

MOTIONS

- There being no objections, Chair Rapp declared the reading of the Quorum Notification be dispensed with by unanimous consent.
- The minutes of the Mutual Administration Committee meeting of October 11, 2016, were approved, as presented.

ACTIONS

- After a brief discussion regarding the correspondence received by Margaret Guillon, Chair Rapp stated that she will add to next month's agenda the formation of a Policy Sub Committee, which will include Betty Coven, Paula Snowden, Margaret Guillon and possibly Linda Corp, as recommended by Mr. Lukoff.
- Chair Rapp reported that the Mutual Pet Policy is still a work-in- progress and that she looks forward on working on the GRF Pet Policy in January. No action taken.
- After a brief discussion by Committee members, shareholders and staff, it is the consensus of the Committee to
 - Assign Easy Fixes to be handled by Stock Transfer Supervisor;
 - Mutual Boards/Counsel to be discussed in January 2017 ;
 - Trust Counsel to be discussed at Executive Session on 11/22/16 at 2:00 p.m., Administration Conference Room;
 - GRF Board, as it relates to apartment remodeling, it is the consensus of the Committee to add the following verbiage to the Contractor's List, "Before selecting a contractor, please consult your Mutual Board." On all other items in this section, the Committee's recommendation to the Mutual Boards is to seek legal counsel;
 - Beaumont Updates to be discussed at a future meeting; and
 - GRF & Mutual Clarifications to be discussed at a future meeting.
- Chair Rapp reported she is still reviewing attorney's policies recommendations. Review of the following policies will be placed on the agenda for December's meeting:
 - 1400-33: Co-Occupants and Qualified Permanent Residents (QPR)

- 1801-33: QPR and Co-Occupant Agreement
- 1802-33: QPR Agreement
- 1804-33: Request for Additional Occupant
- Meeting adjourned at 2:31 p.m.



MEMO

TO: MUTUAL ADMINISTRATION COMMITTEE
FROM: RUBEN GONZALEZ, FACILITIES MANAGER
SUBJECT: OPEN SRO REPORT
DATE: 12/05/16
CC:

Most recent chart provided by C. Miller

Month	August 2016	Sept 2016	Oct 2016	Nov 2016
Apr-16	43	17	9	6
May-16	33	13	5	4
Jun-16	36	9	5	2
Jul-16	105	32	11	7
Aug-16	1,070	134	38	22
Sep-16	-	1,082	128	59
Oct-16	-	-	942	181
Nov-16	-	-	-	1,233
Total	1,299	1,288	1,139	1,514

Service Maintenance Chart – updated 12/05/16

SRO DATE	OPEN IN JUNE 2016	OPEN IN JULY 2016	OPEN IN AUG 2016	OPEN IN SEPT 2016	OPEN IN OCT 2016	OPEN IN NOV 2016	FROM FIRE INSP.	MAT. ONLY ORDERS
APR	147	50	29	13	8	-0-	-0-	
MAY	-	37	13	5	4	-0-	-0-	
JUNE		-	14	5	4	-0-	-0-	
JULY		-	40	11	9	3	-0-	
AUG			-	39	36	11	-0-	9
SEPT				-	-	23	4	-0-
OCT					-	132	41	-0-
NOV						-	-	-
TOTAL OPEN SROS (EXCLUDING NOV.)						169	45	9

Budget Variance Report - October 2016

Dept Name - CC MAC

<u>GL Code</u>	<u>Account Description</u>		<u>Variance</u>	<u>Explanation</u>
6100000	Salaries & Wages	\$	923.00	Favorable-due to staffing changes
6142000	Workers' Compensation	\$	6,865.00	Favorable-annual budget being greater than premiums for the year plus a refund
6143000	Group Insurance	\$	7,404.00	Favorable-Participation less than planned
6211000	Continuining Education	\$	628.00	Favorable-will be used for CAI staff training
6243100	Temporary Agency Fees	\$	(12,636.00)	Unfavorable-additional staff for bylaws/policies
6214000	Meals and Special Events	\$	1,170.00	Favorable-used at director training
6410000	Office Supplies	\$	1,127.00	Favorable-conservation efforts to reduce supplies
6410015	Computer Supplies	\$	(736.00)	Unfavorable-monitors needed for staff
6410030	Printer/Copier Supplies	\$	(674.00)	Unfavorable-printers need for staff
6434120	Legal/Fair Housing	\$	40,401.00	Favorable-used for legal advise
6438000	Other Professional fees	\$	3,350.00	Favorable-no other fees at this time
64832000	Dues and Memberships and Books	\$	658.00	Favorable-awaiting renewal requests
Total Explained Variances			48,480	

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Budget Comparison - GRF
10/31/2016

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P.O. Box 2069
Seal Beach CA 90740

Oct Actuals	Oct Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
Expenses - Mutual Administration								
27,973	30,803	2,830	6100000 MAC	Salaries & Wages - Mutual Admin	317,375	318,298	923	382,838
2,037	2,261	224	6140000 MAC	Employment Taxes - Mutual Admin	25,575	25,320	(255)	30,595
228	262	34	6142000 MAC	Workers' Compensation - Mutual Admin	15,942	22,807	6,865	23,333
2,825	3,359	534	6143000 MAC	Group Insurance - Medical - Mutual Admin	26,186	33,590	7,404	40,308
207	78	(129)	6143300 MAC	Group Insurance - Dental - Mutual Admin	615	780	165	936
59	48	(11)	6143500 MAC	Group Insurance - Vision - Mutual Admin	248	480	232	576
572	959	387	6144000 MAC	401(k) Match - Mutual Admin	8,216	9,907	1,691	11,915
145	142	(3)	6145000 MAC	Group Insurance - Life - Mutual Admin	1,254	1,420	166	1,704
125	165	40	6146000 MAC	Long Term Disability Insurance - Mutual	1,168	1,650	482	1,980
0	0	0	6211000 MAC	Continuing Education - Mutual Admin	572	1,200	628	1,200
4,320	0	(4,320)	6213100 MAC	Temporary Agency Fees - Mutual Admin	12,636	0	(12,636)	0
75	600	525	6214000 MAC	Meals & Special Events - Mutual Admin	630	1,800	1,170	1,800
0	0	0	6215000 MAC	Mileage - Mutual Admin	0	150	150	150
45	250	205	6410000 MAC	Office Supplies - Mutual Admin	1,373	2,500	1,127	3,025
218	0	(218)	6410010 MAC	Hospitality - Mutual Admin	218	0	(218)	0
0	0	0	6410015 MAC	Computer Supplies - Mutual Admin	1,971	1,235	(736)	1,235
93	0	(93)	6410030 MAC	Printer / Copier Supplies - Mutual Admin	674	0	(674)	0
0	4,166	4,166	6434120 MAC	Legal/Fair Housing - Mutual Admin	1,268	41,668	40,401	50,000
0	0	0	6438000 MAC	Other Professional Fees - Mutual Admin	4,650	8,000	3,350	10,000
0	200	200	6482000 MAC	Dues, Memberships & Books - Mutual Admin	142	800	658	800
0	84	84	6951000 MAC	Non-Budgeted Exp for Committee - Mutual	0	832	832	1,000
38,924	43,377	4,453		Total Expenses	420,712	472,437	51,725	563,395
46,950	46,950	0	5330000 MAC	Income / Refund from Mutuals - Mutual Ad	469,500	469,495	5	563,395
46,950	46,950	0		Total Cost Recovery	469,500	469,495	5	563,395
Off Budget Items								
8,026	3,573	4,453		Net Income / (Expense)	48,788	(2,942)	51,730	0

Budget Variance Report - October 2016

Stock Transfer/Distribution - Cost Center #33

<u>GL Code</u>	<u>Account Description</u>	<u>Variance</u>	<u>Explanation</u>
6142000	Workers' Compensation	2,090.00	favorable - annual budget being greater than premiums for the year, plus a refund
6410000	Office Supplies	(2,898.00)	unfavorable - more supplies needed
6410030	Printer / Copier Supplies	1,951.00	favorable - less supplies needed
6434115	Legal Fees - Trust Review	4,563.00	favorable - fewer trusts sent to attorney for review than anticipated
6478000	Service Contracts	5,069.00	favorable - reduction in 1st and 2nd quarter copy needs than anticipated
6484500	Postage	6,007.00	favorable - reduction in number of mailings
5345000	Certificate Preparation Fee - Escrow	13,550.00	favorable - increase in sales
5380330	Guest Pass Income	4,707.00	favorable - increase in pass sales
5380331	Copy Fee Income	4,052.00	favorable - increase in copy production sales
5380332	Trust Procesing Fee Income	(22,336.00)	unfavorable - decrease in number of charges for attorney reviews in 3rd quarter
Total Explained Variances		<u>16,755.00</u>	

P.O. Box 2069
Seal Beach CA 90740

Oct Actuals	Oct Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
Expenses - Stock Transfer								
20,598	21,281	683	6100000 33	Salaries & Wages - Mutual Admin	220,860	219,907	(953)	264,497
1,520	1,584	64	6140000 33	Employment Taxes - Mutual Admin	17,862	18,044	182	21,824
70	80	10	6142000 33	Workers' Compensation - Mutual Admin	4,857	6,947	2,090	7,110
1,901	1,434	(467)	6143000 33	Group Insurance - Medical - Mutual Admin	15,869	14,340	(1,529)	17,208
68	52	(16)	6143300 33	Group Insurance - Dental - Mutual Admin	576	520	(56)	624
41	34	(7)	6143500 33	Group Insurance - Vision - Mutual Admin	365	340	(25)	408
408	429	21	6144000 33	401(k) Match - Mutual Admin	4,494	4,431	(63)	5,329
91	105	14	6145000 33	Group Insurance - Life - Mutual Admin	907	1,050	143	1,260
86	122	36	6146000 33	Long Term Disability Insurance - Mutual	856	1,220	364	1,464
0	0	0	6211000 33	Continuing Education - Mutual Admin	0	600	600	600
1,104	250	(854)	6410000 33	Office Supplies - Mutual Admin	5,398	2,500	(2,898)	3,025
0	125	125	6410010 33	Hospitality - Mutual Admin	224	500	276	500
0	0	0	6410015 33	Computer Supplies - Mutual Admin	613	1,035	422	1,035
0	0	0	6410020 33	Equipment Expense - Mutual Admin	0	100	100	100
575	760	185	6410030 33	Printer / Copier Supplies - Mutual Admin	5,649	7,600	1,951	10,000
0	0	0	6410033 33	Guest Pass Printing - Mutual Admin	0	2,000	2,000	15,000
2,063	3,000	938	6434115 33	Legal Fees - Trust Review - Mutual Admin	25,438	30,000	4,563	36,000
38	38	0	6435100 33	Bank Service Fees - Mutual Admin	370	380	10	456
583	583	0	6444000 33	Equipment Rental - Mutual Admin	7,454	7,472	18	9,761
12	250	238	6472000 33	Equipment Repair & Maintenance - Mutual	173	1,000	827	1,000
811	900	89	6478000 33	Service Contracts - Mutual Admin	8,931	14,000	5,069	18,890
450	0	(450)	6482500 33	Election Expense - Mutual Admin	60,824	59,537	(1,287)	59,537
0	0	0	6483201 33	Mailouts - Periodic - Mutual Admin	0	250	250	250
0	0	0	6484000 33	Permits & Licenses - Mutual Admin	177	100	(77)	100
2,000	2,000	0	6484500 33	Postage - Mutual Admin	19,993	26,000	6,007	36,000
32,416	33,027	611		Total Expenses	401,890	419,873	17,983	511,978
Other Cost Recovery								
16,450	10,000	6,450	5345000 33	Certificate Preparation Fee - Escrow - M	151,550	138,000	13,550	158,000
1,950	2,250	(300)	5360000 33	Certificate Preparation Fee - Non-Escrow	29,250	26,250	3,000	30,750
625	1,000	(375)	5380330 33	Guest Pass Income - Mutual Admin	23,307	18,600	4,707	20,600
451	300	151	5380331 33	Copy Fee Income - Mutual Admin	7,052	3,000	4,052	3,600
1,750	3,894	(2,144)	5380332 33	Trust Processing Fee - Mutual Admin	29,875	52,211	(22,336)	60,000
100	200	(100)	5385000 33	Other Income - Mutual Admin	2,650	2,000	650	2,400
21,326	17,644	3,682		Total Other Cost Recovery	243,684	240,061	3,623	275,350
19,719	19,719	0	5330000 33	Income / Refund from Mutuals - Mutual Ad	197,190	197,190	0	236,628
41,045	37,363	3,682		Total Cost Recovery	440,874	437,251	3,623	511,978

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Budget Comparison - GRF
10/31/2016

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P.O. Box 2069
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Oct Actuals	Oct Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
				Off Budget Items				
8,629	4,336	4,293		Net Income / (Expense)	38,984	17,378	21,606	0



Golden Rain Foundation

Leisure World, Seal Beach

COMMITTEE ACTION REQUEST

TO: MUTUAL ADMINISTRATION COMMITTEE
FROM: RANDY ANKENY, EXECUTIVE DIRECTOR
SUBJECT: AMENDMENT OF POLICY 5536.1-33, GATE PASSES
DATE: DECEMBER 13, 2016
CC: FILE

To be compliant with the recent actions taken by the individual Mutual Boards of Directors, wherein the individual Mutual Boards determined the number of annual guest passes available per unit, Policy 5536.1-33, Gate Passes, has been amended to include the caveat "per *Mutual Board resolution" (*By December 15th of each year, Mutual Boards will provide to the Executive Director). Policy 5536.1-33, Gate Passes, is currently pending a 30-day notification to the membership and a final decision on December 27, 2016.

I move to accept a procedural amendment, "per *Mutual Board resolution" (*By December 15th of each year, Mutual Boards will provide to the Executive Director) to Policy 5536.1-33, Gate Passes.

GOLDEN RAIN OPERATIONS

BOARD INTERNAL OPERATIONS

Gate Passes

The Executive Director or Mutual Administration Director is authorized to make annual guest passes, quarterly service passes and semiannual caregiver passes available.

Annual Guest Passes

The Executive Director or Mutual Administration Director is authorized to make four (4) annual guest passes available per unit **per *Mutual Board resolution**. The annual guest passes are valid for one year and will be mailed with the yearly payment coupon package in December to addresses within Leisure World. Stockholders/condominium owners with outside addresses may obtain their four annual guest passes throughout the year from the Stock Transfer.

~~**By December 15th of each year, Mutual Boards will provide to the Executive Director and/or Mutual Administration Direction a resolution on the number of additional Guest passes which may be issued by the Executive Director or Mutual Administration Director. Such number of approved additional guest passes shall not exceed four (4).*~~

The Executive Director or Mutual Administration Director -is authorized to issue up to four (4) additional annual guest passes per unit **per *Mutual Board resolution**, which may be obtained from the Stock Transfer Office if the following conditions are met:

1. The stockholder/condominium owner must appear *in person* and show valid identification.
2. A **\$5 \$140.00** fee will be charged for each additional pass, or when a replacement guest pass is requested.
3. The Mutual and apartment number shall be written on the front of the additional annual guest passes and a record of these annual guest passes will be maintained in the Stock Transfer Office.

~~**By December 15th of each year, Mutual Boards will provide to the Executive Director*~~

(Feb 10)

GOLDEN RAIN OPERATIONS

BOARD INTERNAL OPERATIONS

Gate Passes

and/or Mutual Administration Director a resolution on the number of additional Guest passes which may be issued by the Executive Director or Mutual Administration Director. Such number of approved additional guest passes shall not exceed four (4).

The Executive Director and Mutual Administration Director are further authorized to issue additional annual guest passes, as needed, for immediate family members of stockholders/condominium owners. The request must be in writing and shall be reviewed on a case-by-case basis.

Quarterly Service Passes

The Executive Director or Mutual Administration Director is authorized to make quarterly service passes available. The quarterly service passes shall be produced, each in a different color, and shall expire in March, June, September and December of the year in which they are issued.

The Physical Property and Recreation departments shall issue quarterly service passes to contractors and vendors only after they have provided the required licensing, insurance and valid driver's license, as well as a request in writing containing the names of the persons receiving the passes.

The Stock Transfer department shall issue quarterly service passes to legal representatives of shareholders, staff of the Leisure World Health Care Center on Golden Rain Road and Orange County Supportive Services departments, only after they have provided the legal documentation of their authority to act on behalf of a shareholder and a photo ID.

The Stock Transfer department shall issue quarterly service passes with their photo to realtors *for a fee of \$10.00*, and escrow companies only after they have provided a proper photo ID, as well as a request in writing containing the name of the person receiving the pass.

(Feb 10)

GOLDEN RAIN OPERATIONS

BOARD INTERNAL OPERATIONS

Gate Passes

~~Realtors passes may obtain a replacement pass by going to the Stock Transfer Office in person with a photo ID. A \$25.00 fee is charged for a replacement pass and \$50.00 if lost a second time.~~

A record of these passes will be maintained in the offices from which they were issued.

Caregiver Passes

The Executive Director or Mutual Administration Director is authorized to make semiannual caregiver passes available to those caregivers who have applied for the caregiver pass in compliance with Mutual Policy 7557, Caregivers.

The semiannual caregiver passes shall be produced in two different colors, with a designation as to the caregiver being a part-time or full-time care provider. Caregiver passes will expire in June and December in the year in which they were issued. Some caregiver passes are issued on a yearly basis, in compliance with a specific mutual's policy.

The caregiver's name and the mutual and apartment number shall be written on the front of the pass. The Stock Transfer Department shall issue all caregiver passes and prepare a monthly report of passes issued.

Caregivers shall wear issued badges and passes at all times while in the community.

~~For loss of Caregiver passes, Shareholders may obtain a replacement pass by going to the Stock Transfer Office in person with a photo ID. A \$20.00 fee is charged for a replacement pass, per occurrence. The Mutual Board of Directors will be notified when a Caregiver pass is lost a second within 24 months of the first loss.~~

Use of Passes

Photocopying of passes is prohibited.

The Executive Committee shall review fees for caregiver and guest passes on an (Feb 10)

GOLDEN RAIN OPERATIONS

BOARD INTERNAL OPERATIONS

Gate Passes

annual basis during the fourth quarter of the year.

Stockholders/condominium owners can notify the Main Gate to admit a guest without an annual guest pass.

Administration is authorized to print annual guest passes and quarterly service passes in the same wallet size as the plastic key cards, with a different colors for each succeeding year so that current passes can be easily identified. Caregiver passes shall be printed and formatted to fit the accompanying badge holder.

After January 31 of each year, staff members are authorized to collect prior year guest passes when presented by guests at the gate.

Photocopying or duplicating annual guest passes, quarterly service passes or caregiver passes by members or guests is prohibited. Staff members are authorized to collect any counterfeit passes and direct the guest to the Main Gate office to be phoned in by the stockholder/condominium owner. Residents found in violation may lose their privilege to obtain additional passes at the discretion of the Executive Director or Mutual Administration Director.

Policy

Adopted: 18 Oct 77
 Effective: 01 Jan 78
 Amended: 15 Nov 77
 Amended: 21 Jul 81
 Amended: 20 Nov 84
 Amended: 15 Dec 87
 Amended: 20 Apr 93
 Amended: 16 May 00
 Amended: 20 Feb 01
 Amended: 16 Feb 10
 Amended: 28 Oct 14

GOLDEN RAIN FOUNDATION
Seal Beach, California

(Feb 10)

GOLDEN RAIN OPERATIONS

BOARD INTERNAL OPERATIONS

Gate Passes

To MAC October 11, 2016 (IF IT SHALL PASS EFFECTIVE JANUARY 1 2017)

(Feb 10)

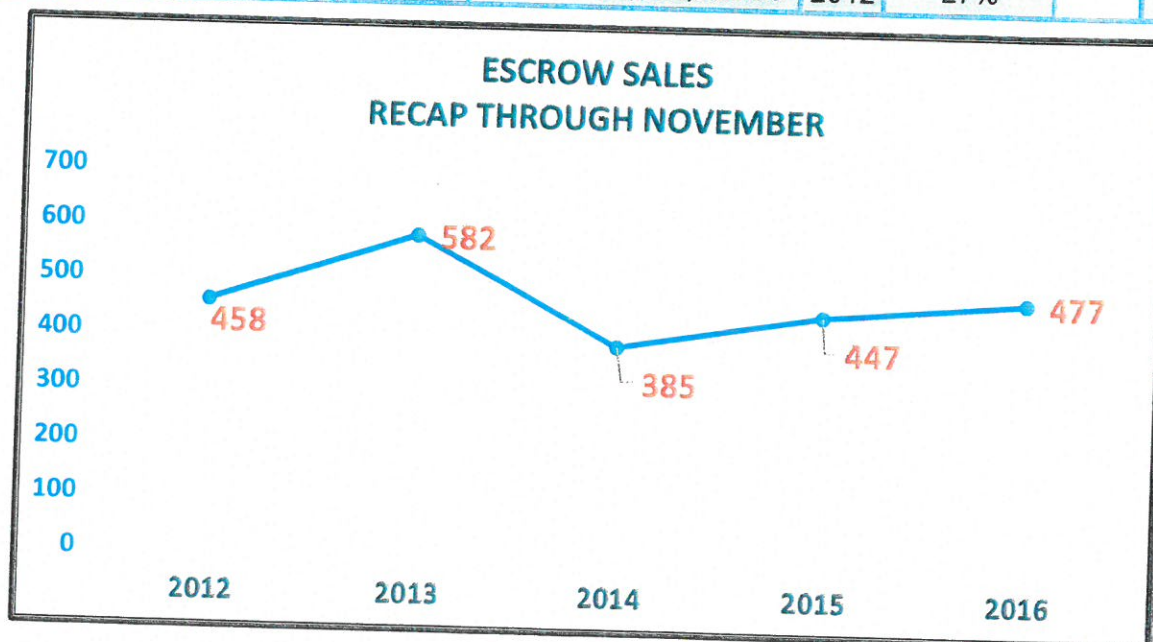
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ESCROW

Stock Transfer November 2016 - Monthly Reports

MUTUAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
1 One	7	2	5	7	8	3	10	11	3	8	6		70
2 Two	2	3	4	2	11	7	7	6	7	5	6		60
3 Three	2	4	2	5	0	0	3	4	3	3	3		29
4 Four	1	3	2	4	1	0	0	1	3	2	4		21
5 Five	2	2	3	2	3	3	2	5	1	4	3		30
6 Six	2	3	2	0	3	4	4	3	4	1	4		30
7 Seven	1	1	5	1	5	6	3	3	4	2	2		33
8 Eight	1	2	3	1	1	1	2	1	2	2	2		18
9 Nine	3	1	4	3	4	6	6	1	3	1	3		35
10 Ten	1	3	1	1	4	1	3	2	1	2	0		19
11 Eleven	1	1	3	1	1	2	3	3	3	1	1		20
12 Twelve	1	4	1	3	7	3	1	4	3	4	5		36
14 Fourteen	0	1	3	3	3	3	0	1	2	5	1		22
15 Fifteen	3	2	6	2	1	5	3	6	5	6	2		41
16 Sixteen	1	0	1	0	0	0	0	0	0	1	1		4
17 Seventeen	2	1	0	0	1	1	0	2	1	0	1		9
TOTALS:	30	33	45	35	53	45	47	53	45	47	44	0	477

ESCROW RECAP	SALES		Percentage Comparisons	
	Sales	Prices	Sales	Prices
Total through Nov 2016	477	\$ 102,850,218.00	2016	2012 - 2016
Total through Nov 2015	447	\$ 91,665,337.00	2015	7%
Total through Nov 2014	385	\$ 74,930,538.00	2014	16%
Total through Nov 2013	582	\$ 86,244,326.00	2013	-34%
Total through Nov 2012	458	\$ 54,062,056.50	2012	27%



Stock Transfer
November 2016 - Monthly Reports

ATTORNEY TRUST REVIEWS

MUTUAL		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
1	One	2	0	3	4	2	2	6	3	2	3	0		27
2	Two	5	4	5	4	5	3	4	3	2	1	2		38
3	Three	2	2	3	5	3	0	1	6	2	1	0		25
4	Four	0	0	0	0	0	1	2	2	1	1	1		8
5	Five	2	2	1	3	3	0	2	2	3	1	1		20
6	Six	0	2	3	4	3	2	3	0	1	2	3		23
7	Seven	2	2	0	3	2	5	3	3	3	4	2		29
8	Eight	1	1	1	0	1	1	0	1	0	0	1		7
9	Nine	1	1	3	0	1	2	0	1	0	2	0		11
10	Ten	2	0	1	3	0	0	1	1	0	0	0		8
11	Eleven	0	0	2	4	3	0	2	2	0	0	1		14
12	Twelve	4	2	4	1	3	4	0	2	1	1	1		23
14	Fourteen	1	1	5	3	7	2	2	1	0	1	2		25
15	Fifteen	0	4	2	0	4	4	3	5	4	2	0		28
16	Sixteen	0	0	0	0	0	0	0	1	0	1	0		2
17	Seventeen	0	1	2	1	1	3	0	2	2	2	1		15
2016 Totals:		22	22	35	35	38	29	29	35	21	22	15	0	303

Trust Reviews through November 2015:	304	-0.33%
Trust Reviews through November 2016:	303	

Stock Transfer

November 2016 - Monthly Reports

REGISTRATIONS

MUTUAL		CAREGIVERS	DOGS	CATS	OTHERS	SERVICE ESA
1	One	35	92	50	5	5
2	Two	38	83	39	3	1
3	Three	7	52	21	1	2
4	Four	8	39	26	0	0
5	Five	22	45	17	1	1
6	Six	21	46	20	0	1
7	Seven	20	43	33	0	0
8	Eight	12	33	14	2	6
9	Nine	20	60	18	1	2
10	Ten	28	29	21	1	4
11	Eleven	8	28	12	1	1
12	Twelve	31	36	17	0	4
14	Fourteen	63	41	18	4	2
15	Fifteen	21	54	32	8	1
16	Sixteen	4	1	3	0	0
17	Seventeen	12	8	7	1	0
2016 Totals:		350	690	348	28	30

Total Pets & Animals:	1,096
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Stock Transfer

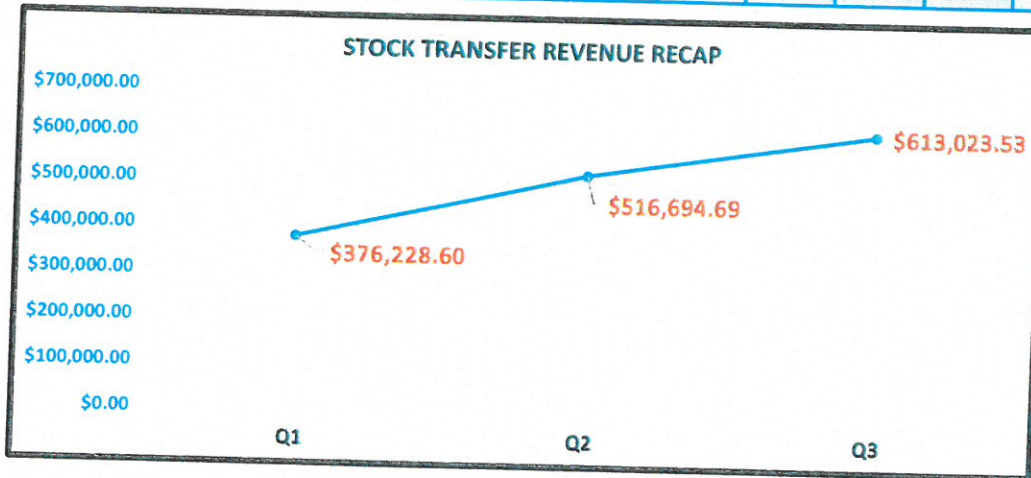
November 2016 - Monthly Reports

GUEST PASSES

MUTUAL		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
1	One											3		3
2	Two											5		5
3	Three											1		1
4	Four											1		1
5	Five											3		3
6	Six											2		2
7	Seven											6		6
8	Eight											1		1
9	Nine											1		1
10	Ten											0		0
11	Eleven											1		1
12	Twelve											1		1
14	Fourteen											0		0
15	Fifteen											6		6
16	Sixteen											0		0
17	Seventeen											0		0
2016 Totals:		0	0	0	0	0	0	0	0	0	0	31	0	31

STOCK TRANSFER REVENUE

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Guest Passes	\$9,742	\$3,155	\$1,980	\$1,090	\$940	\$1,200	\$1,115	\$915	\$935	\$450	\$300		\$21,822
ID Card	\$220	\$200	\$190	\$150	\$125	\$135	\$155	\$150	\$215	\$170	\$125		\$1,835
Distribution	\$340	\$260	\$433	\$446	\$444	\$489	\$312	\$376	\$689	\$451	\$301		\$4,540
Transfers	\$1,800	\$2,250	\$3,750	\$3,300	\$3,000	\$3,450	\$2,700	\$3,900	\$3,450	\$1,950	\$1,800		\$31,350
Co-Occupant Set-Up	\$200	\$200	\$50	\$150	\$150	\$200	\$0	\$200	\$150	\$100	\$150		\$1,550
Trust Review Fees	\$2,250	\$2,500	\$3,875	\$3,000	\$3,750	\$3,875	\$3,000	\$3,250	\$2,750	\$1,750	\$1,625		\$31,625
Membership Fees	\$62,242	\$114,610	\$160,734	\$121,965	\$193,328	\$175,163	\$177,109	\$201,113	\$210,195	\$147,915	\$116,775		\$1,681,147
GRF Mutual 17 Leases	\$4,556	\$692	\$0	\$0	\$0	\$346	\$0	\$346	\$0	\$0	\$58		\$5,997
2016 Totals:	\$81,350	\$123,867	\$171,012	\$130,101	\$201,736	\$184,857	\$184,391	\$210,249	\$218,384	\$152,786	\$121,134	\$0	\$1,779,867



Mutual Administration

November 2016 - Monthly Reports

LETTERS

MUTUAL		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
1	One	6	17	23	23	8	18	10	5	49	3	23		185
2	Two	7	12	5	15	2	4	4	5	15	7	11		87
3	Three	2	3	3	2	1	3	0	3	4	1	5		27
4	Four	0	14	0	2	2	0	3	7	5	8	5		46
5	Five	6	23	36	15	23	1	0	9	0	28	5		146
6	Six	82	2	16	3	3	2	1	0	6	9	2		126
7	Seven	4	4	2	0	8	7	2	25	12	17	16		97
8	Eight	9	5	6	5	2	1	0	0	1	0	11		40
9	Nine	5	7	7	8	1	5	0	26	5	2	13		79
10	Ten	0	2	7	1	0	2	2	6	2	7	2		31
11	Eleven	2	1	0	3	3	0	0	1	0	0	4		14
12	Twelve	4	4	3	6	0	5	3	7	20	16	12		80
14	Fourteen	15	3	5	4	12	8	2	8	13	11	9		90
15	Fifteen	1	7	3	24	24	0	2	2	2	1	0		66
16	Sixteen	0	0	0	0	0	6	0	0	1	1	1		9
17	Seventeen	0	0	0	3	1	2	1	0	0	0	0		7
2016 Totals:		143	104	116	114	90	64	30	104	135	111	119	0	1130
2015 Totals:		154	80	423	179	288	135	106	154	44	132	61		1,822

Mutual Administration
November 2016 - Monthly Reports

COLLECTIONS (Delinquent Accounts, Legal Fees)

MUTUAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
One		\$ 2,679	\$ 2,000	\$ 5,753	\$ 8,332	\$ 1,181			\$ 3,506	\$ 4,006	\$ 4,552		\$ 32,009
Two	\$ 547	\$ 6,617	\$ 2,183	\$ 100	\$ 100	\$ 4,093	\$ 1,197	\$ 1,260	\$ 6,865	\$ 1,417	\$ 3,726		\$ 28,105
Three			\$ 681	\$ 2,460	\$ 735	\$ 4,961	\$ 192,000	\$ 535	\$ 1,070	\$ 3,214			\$ 205,656
Four						\$ 919	\$ 100	\$ 100	\$ 2,883	\$ 100	\$ 2,186		\$ 6,288
Five			\$ 5,185						\$ 4,057	\$ 4,324	\$ 2,127		\$ 15,693
Six	\$ 1,126	\$ 1,126	\$ 737	\$ 8,529	\$ 1,000	\$ 2,045	\$ 23,433		\$ 2,498	\$ 1,135			\$ 41,629
Seven						\$ 1,749		\$ 1,976	\$ 1,037	\$ 106			\$ 4,868
Eight			\$ 1,654	\$ 1,750			\$ 250		\$ 2,617				\$ 6,271
Nine			\$ 1,151	\$ 2,025	\$ 1,704	\$ 2,918	\$ 5,430		\$ 1,027	\$ 1,157	\$ 10,925		\$ 26,337
Ten			\$ 2,219			\$ 50	\$ 50	\$ 50	\$ 50				\$ 2,419
Eleven			\$ 3,939	\$ 2,293		\$ 50,929	\$ 499		\$ 469				\$ 58,129
Twelve		\$ 2,875			\$ 488	\$ 456	\$ 456		\$ 1,835	\$ 3,261	\$ 1,179		\$ 10,550
Fourteen							\$ 5,468		\$ 2,447	\$ 3,116			\$ 11,031
Fifteen									\$ 6,429	\$ 50,761	\$ 485		\$ 57,675
Sixteen						\$ 602			\$ 2,277		\$ 1,066		\$ 3,945
Seventeen													\$ -
TOTALS:	\$1,673	\$13,297	\$19,749	\$22,910	\$12,359	\$69,903	\$228,883	\$3,921	\$39,067	\$ 72,597	\$ 26,246	\$ -	\$510,605

Collections through October 2016:	\$	510,605	227%
Collections through October 2015:	\$	224,660	

OPEN CASES

MUTUAL		OPEN CASES
1	One	5
2	Two	9
3	Three	6
4	Four	1
5	Five	3
6	Six	6
7	Seven	3
8	Eight	0
9	Nine	5
10	Ten	5
11	Eleven	2
12	Twelve	1
14	Fourteen	1
15	Fifteen	3
16	Sixteen	2
17	Seventeen	0
2016 Totals:		52