



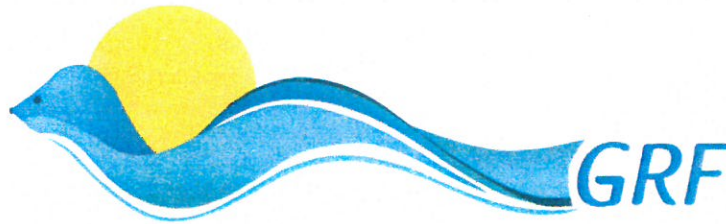
Mutual Administration Committee

Agenda

Conference Room B
Tuesday, September 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
Marisa McAuley, Mutual Administration Manager
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 August 9, 2016 (pp. 1- 6)
5. Shareholder/Member Comments – Agenda Items Only
(*Limited to 3 minutes per person*)
6. Correspondence
 - a. (not applicable)
7. Reports
 - a. Facilities Manager's Report
 - b. Mutual Administration Manager's Report – Cost Center 33 & MAC (pp. 7 – 11)
8. Unfinished Business
 - a. Pet Policy-Update: Addition of Service Animals and ESAs (pp. 12-40)
 - b. Renewable Leisure World ID Card (*handout*)
 - c. Board of Directors Reference Guide (p. 41)

- d. Stock Transfer Disclosures Update
 - e. Bereavement Work Book (pp. 42-62)
 - f. 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
- 9. New Business
 - a. Advisability of GRF President Approving Mutual Escrow Documents
- 10. Policies
 - a. Amend Policy 1201-33, Photo ID Cards (pp. 63-65)
 - b. Amend Policy 5536.1-31, Gate Passes (pp. 66-70)
 - c. amend Policy 5061-31, Fees (pp. 71-76)
- 11. Staff Reports
 - a. Mutual Administration Director Jodi Hopkins (handout)
 - b. Executive Director Randy Ankeny
- 11. Shareholder/Member Comments
(Limited to 3 minutes per person)
- 12. President's Comments
- 13. Committee Member Comments
- 14. Next Meeting/Adjournment
 - a. **Tuesday, September 13, 2016**



MUTUAL ADMINISTRATION COMMITTEE MINUTES

Administration Conference Room B

Tuesday, August 9, 2016

1:00 PM

CALL TO ORDER/PLEDGE OF ALLEGIANCE

The meeting of the Mutual Administration Committee was called to order by Chair Rapp at 1:00 p.m., on Tuesday, August 9, 2016, in Conference Room B. Ms. Rapp led the Committee in the Pledge of Allegiance.

ROLL CALL

Present:	Ms. K. Rapp, Chair	Mr. P. Moore
	Mrs. C. Damoci, Ex-Officio	Mrs. J. Reed
	Ms. S. Hopewell	
Absent:	Mrs. M. Greer	
	Mr. B. Lukoff	
Staff and Guests:	Mr. R. Ankeny, Executive Director	
	Ms. J. Hopkins, Mutual Administration Director	
	Mrs. M. McAuley, Mutual Administration Manager	
	Ms. C. Miller, Director of Finance	
	Mr. R. Gonzalez, Facilities Manager	
	Mrs. D. Bennett, Recording Secretary	
	Mrs. L. Perrotti, GRF Representative, Mutual One	
	Mr. R. Stone, GRF Representative, Mutual One	
	Ms. P. Snowden, GRF Representative, Mutual Two	
	Ms. L. Stone, GRF Representative, Mutual Three	
	Mr. P. Hood, GRF Representative, Mutual Five	
	Fifteen shareholder/members	

In accordance with California Civil Code Section 4090, please be advised that a quorum of the Golden Rain Foundation (GRF) Board of Directors (BOD) is present at today's posted meeting. The business of the Mutual Administration 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 BOD 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 Board meeting will be presented to the Board for approval following the approval of the committee meeting minutes at the next Committee meeting.

CHAIR'S ANNOUNCEMENTS

The Chair welcomed the Committee Members, guests and staff, including GRF President Carole Damoci, Executive Director Randy Ankeny, Seal Beach Mayor Sandra Massa Lavitt, Director of Finance Carolyn Miller, Mutual Administration Director Jodi Hopkins, Mutual Administration Manager Marisa McAuley, Facilities Manager Ruben Gonzalez, and Recording Secretary Deanna Bennett. She requested that members exhibit an appropriate amount of decorum and turn off cell phones. The Chair presented a summary of the question posed "What is the Role of the GRF as a Management Company?", included in the agenda packet.

MINUTES

The Chair declared the regular meeting minutes of July 12, 2016, approved, as written.

SHAREHOLDER COMMENTS

Three shareholder/member spoke on today's Committee agenda items.

CORRESPONDENCE

No correspondence was received by the Committee.

STAFF REPORTS

The Community Facilities Manager presented the open SRO Report.

The Assistant Mutual Administration Manager presented the budget variance reports.

UNFINISHED BUSINESS

Pet Policy – Update: Addition of Service Animals and ESAs.

The Executive Director advised that the policy is being reviewed by corporate counsel.

Renewable Leisure World ID Card

The Committee concurred to address a renewable Leisure World ID card within the creation of a general policy pertaining to passes.

Caregiver Short Term Pre-Registration

The Committee concurred to discontinue consideration of this subject.

Draft 2017 Budget, Cost Centers 33 and MAC

The Committee discussed the draft 2017 budgets for cost centers 33 and MAC.

Mr. Moore MOVED, seconded by Ms. Hopewell and carried unanimously by Committee members present -

TO recommend the Finance Committee approve the proposed 2017 budget for Cost Center 33, as amended to include additional revenue due to increase in Stock Transfer Office fees, and Cost Center MAC.

BOD Reference Guide

The Committee discussed the Board of Directors' Reference Guide; Ms. Hopewell was complimented on her work on the document.

Stock Transfer Disclosures Update

The Chair advised that the Stock Transfer Disclosures are being reviewed by corporate counsel.

Bereavement Work Book

The Committee reviewed the current draft of the Bereavement Work Book; upon amendment, it will be available for the Board of Directors' review.

NEW BUSINESS

Possible New Revenue Sources

The Committee discussed possible new revenue sources.

Mr. Moore MOVED, seconded by Ms. Hopewell and carried unanimously by the Committee members present -

TO recommend to the Finance Committee acceptance of proposed increase in fee rates, to be updated in Policy 5061-31, Fees, for services provided by the Stock Transfer Office.

Creation of General Policy Pertaining to Passes

Ms. Hopewell MOVED, seconded by Mr. Moore and carried unanimously by the Committee members present-

TO request the GRF President create an ad hoc committee with

representation from the Physical Properties, Security, Bus & Traffic, Mutual Administration, and Finance Committees, and to include advisory Mutual representatives for the creation of a general policy pertaining to passes.

POLICIES

Amend Policy 5536.1-33, Guest Passes

Mrs. Reed MOVED, seconded by Mr. Moore and carried unanimously by the Committee members present –

TO recommend to the Finance Committee amendment of Policy 5536.1-33, Guest Passes, to reflect an increase from \$5 to \$10 for each additional guest pass.

Amend Policy 5061-31, Fees

The Committee will review the amendment of Policy 5061-31, Fees, at the September Committee meeting.

Rescind Policy 2132-33 Homestead Declarations

Mr. Moore MOVED, seconded by Ms. Hopewell and carried unanimously by the Committee members present –

TO recommend the GRF BOD rescind Policy 2132-33, Homestead Declarations.

Policy 1610-33, Membership Eligibility Criteria

The Committee concurred to refer Policy 1610-33, Membership Eligibility Criteria to corporate counsel for review.

Policy 1400-33, Co-occupant and Qualified Permanent Residents and Policy 1801-33, Qualified Permanent Resident and Co-occupant Agreements (includes 1802-33, Agreement Form and 1804-33, Request Form)

The Committee concurred to refer Policy 1400-33, Co-occupant and Qualified Permanent Residents and Policy 1801-33, Qualified Permanent Resident and Co-occupant Agreements (includes 1802-33, Agreement Form and 1804-33, Request Form) to corporate counsel for review.

STAFF REPORTS

The Mutual Administration Director presented her report, as attached.

The Executive Director spoke on the challenges of the Member Resources & Assistant Liaison's purview, the Occupancy Agreement, and several Mutual Administration Department projects.

Mr. Moore MOVED, Mrs. Hopewell seconded and carried unanimously by the Committee members present-

TO recommend to the Finance Committee non-budgeted funding, in the amount of \$6,500, for the retention of temporary staffing to fulfil projects associated with the role as managing agent for the Mutuals.

PRESIDENTS COMMENTS

The President spoke on progress on the Globe and the representative vacancy on the GRF BOD.

MEMBER COMMENTS

Thirteen shareholder/members spoke on various items related to the purview of the Committee.

COMMITTEE MEMBER COMMENTS

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

CHAIR'S COMMENTS

The Chair 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, September 13, 2016.

ADJOURNMENT

The Chair adjourned the meeting at 3:01 p.m.

Ms. K. Rapp, Chair
Mutual Administration
dfb/08.09.16

**RECAP OF MOTIONS AND ACTIONS TAKEN AT THE MUTUAL ADMINISTRATION
COMMITTEE MEETING ON JULY 12, 2016**

ACTIONS:

- Chair Rapp declared the minutes of the regular meeting of July 12, 2016, approved, as presented;
- The Committee concurred to discontinue consideration of Caregiver Short Term Pre-Registration;

MOTIONS:

- **TO** recommend to the Finance Committee approval of the proposed 2017 budget for Cost Center 33, as amended to include additional revenue due to increase in Stock Transfer Office fees, and Cost Center MAC;
- **TO** recommend to the Finance Committee acceptance of proposed increase in fee rates for services provided by the Stock Transfer Office;
- **TO** recommend GRF President create an ad hoc committee with representation from the Physical Properties, Security, Bus & Traffic, Mutual Administration and Finance Committees and advisory Mutual representation for the creation of a general policy pertaining to passes;
- **TO** recommend to the Finance Committee amendment of Policy 5536.1-33, Guest Passes, to reflect an increase from \$5 to \$10 for each additional guest pass;
- **TO** recommend to the GRF BOD rescission of Policy 2132-33 Homestead Declarations;
- **TO** recommend to the Finance Committee non-budgeted funding, in the amount of \$6,500, for the retention of temporary staffing to fulfil projects associated with the role of managing agent for the Mutuals.

Budget Variance Report - July 2016

Stock Transfer/Distribution - Cost Center #33

<u>GL Code</u>	<u>Account Description</u>	<u>Variance</u>	<u>Explanation</u>
6100000	Salaries & Wages	(1,202.00)	unfavorable - additional staff
6142000	Workers' Compensation	1,718.00	favorable - annual budget being greater than premiums for the year, plus a refund
6410000	Office Supplies	(1,268.00)	unfavorable - more supplies needed
6410030	Printer / Copier Supplies	1,749.00	favorable - less supplies needed
6434115	Legal Fees - Trust Review	3,469.00	favorable - fewer trusts sent to attorney for review than anticipated
6478000	Service Contracts	4,317.00	favorable - reduction in 1st quarter copy needs than anticipated
6482500	Election Expense	(837.00)	unfavorable - insufficient funds budgeted for 2016 election deposit
6484500	Postage	4,007.00	favorable - reduction in number of mailings
5345000	Certificate Preparation Fee - Escrow	1,800.00	favorable - increase in sales
5380330	Guest Pass Income	4,797.00	favorable - increase in pass sales
5380332	Trust Procesing Fee Income	(15,543.00)	unfavorable - decrease in number of charges for attorney reviews
Total Explained Variances		<u>3,007.00</u>	

P.O. Box 2069
Seal Beach CA 90740

Jul Actuals	Jul Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
Expenses - Stock Transfer								
21,274	21,281	7	6100000 33	Salaries & Wages - Mutual Admin	154,225	153,023	(1,202)	264,497
1,572	1,584	12	6140000 33	Employment Taxes - Mutual Admin	12,940	13,067	127	21,824
582	763	181	6142000 33	Workers' Compensation - Mutual Admin	3,623	5,341	1,718	7,110
1,311	1,434	123	6143000 33	Group Insurance - Medical - Mutual Admin	9,864	10,038	174	17,208
124	52	(72)	6143300 33	Group Insurance - Dental - Mutual Admin	423	364	(59)	624
49	34	(15)	6143500 33	Group Insurance - Vision - Mutual Admin	249	238	(11)	408
408	429	21	6144000 33	401(k) Match - Mutual Admin	3,059	3,083	24	5,329
105	105	0	6145000 33	Group Insurance - Life - Mutual Admin	635	735	100	1,260
97	122	25	6146000 33	Long Term Disability Insurance - Mutual	599	854	255	1,464
0	0	0	6211000 33	Continuing Education - Mutual Admin	0	600	600	600
610	250	(360)	6410000 33	Office Supplies - Mutual Admin	3,018	1,750	(1,268)	3,025
37	125	88	6410010 33	Hospitality - Mutual Admin	157	375	218	500
367	0	(367)	6410015 33	Computer Supplies - Mutual Admin	613	1,035	422	1,035
0	50	50	6410020 33	Equipment Expense - Mutual Admin	0	100	100	100
174	760	586	6410030 33	Printer / Copier Supplies - Mutual Admin	3,571	5,320	1,749	10,000
0	0	0	6410033 33	Guest Pass Printing - Mutual Admin	0	2,000	2,000	15,000
3,369	3,000	(369)	6434115 33	Legal Fees - Trust Review - Mutual Admin	17,531	21,000	3,469	36,000
38	38	0	6435100 33	Bank Service Fees - Mutual Admin	256	266	10	456
583	583	0	6444000 33	Equipment Rental - Mutual Admin	5,636	5,723	87	9,761
0	250	250	6472000 33	Equipment Repair & Maintenance - Mutual	162	750	588	1,000
0	1,650	1,650	6478000 33	Service Contracts - Mutual Admin	6,983	11,300	4,317	18,890
45,265	45,268	3	6482500 33	Election Expense - Mutual Admin	60,374	59,537	(837)	59,537
0	250	250	6483201 33	Mailouts - Periodic - Mutual Admin	0	250	250	250
78	0	(78)	6484000 33	Permits & Licenses - Mutual Admin	177	100	(77)	100
0	2,000	2,000	6484500 33	Postage - Mutual Admin	13,993	18,000	4,007	36,000
76,042	80,028	3,986		Total Expenses	298,087	314,849	16,762	511,978
Other Cost Recovery								
16,450	17,500	(1,050)	5345000 33	Certificate Preparation Fee - Escrow - M	100,800	99,000	1,800	158,000
2,700	2,250	450	5360000 33	Certificate Preparation Fee - Non-Escrow	20,100	19,500	600	30,750
1,270	1,200	70	5380330 33	Guest Pass Income - Mutual Admin	20,397	15,600	4,797	20,600
184	300	(116)	5380331 33	Copy Fee Income - Mutual Admin	4,502	2,100	2,402	3,600
3,000	6,278	(3,278)	5380332 33	Trust Processing Fee - Mutual Admin	22,125	37,668	(15,543)	60,000
400	200	200	5385000 33	Other Income - Mutual Admin	2,050	1,400	650	2,400
24,004	27,728	(3,724)		Total Other Cost Recovery	169,974	175,268	(5,294)	275,350
19,719	19,719	0	5330000 33	Income / Refund from Mutuals - Mutual Ad	138,033	138,033	0	236,628
43,723	47,447	(3,724)		Total Cost Recovery	308,007	313,301	(5,294)	511,978

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Budget Comparison - GRF
07/31/2016

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P.O. Box 2069
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Jul Actuals	Jul Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
				Off Budget Items				
(32,318)	(32,581)	263		Net Income / (Expense)	9,920	(1,548)	11,468	0

Budget Variance Report - July 2016

Mutual Administraton - CC MAC - Mutual Administration

<u>GL Code</u>	<u>Account Description</u>	<u>Variance</u>	<u>Explanation</u>
			Unfavorable-due to retiree vacation accrual
6100000	Salaries & Wages	\$ (7,921.00)	expense; accrual offset in cost center 20.
6142000	Workers' Compensation	\$ 5,644.00	Favorable-annual budget being greater than
			premiums for the year plus a refund
6211000	Continuining Education	\$ 628.00	Favorable- will be used for CAI staff training
6214000	Meals and Special Events	\$ 645.00	Favorable-used at Director training
6410000	Office Supplies	\$ 924.00	Favorable-conservation efforts to reduce supplies
6410030	Printer/Copier Supplies	\$ (298.00)	Unfavorable-extra printer needed for staff
6434120	Legal / Fair Housing	\$ 27,902.00	Favorable-will be used for legal advice
6438000	Other professional fees	\$ 1,350.00	Favorable-no other fees at this time
6482000	Dues and Memberships	\$ 458.00	Favorable-awaiting renewal materials/purchase
	and Books		books
Total Explained Variances		<u>\$ 29,332.00</u>	

P.O. Box 2069
Seal Beach CA 90740

Jul Actuals	Jul Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
Expenses - Mutual Administration								
44,222	30,803	(13,419)	6100000 MAC	Salaries & Wages - Mutual Admin	229,409	221,488	(7,921)	382,838
3,406	2,261	(1,145)	6140000 MAC	Employment Taxes - Mutual Admin	18,827	18,215	(612)	30,595
1,912	2,505	593	6142000 MAC	Workers' Compensation - Mutual Admin	11,891	17,535	5,644	23,333
2,252	3,359	1,107	6143000 MAC	Group Insurance - Medical - Mutual Admin	17,695	23,513	5,818	40,308
74	78	4	6143300 MAC	Group Insurance - Dental - Mutual Admin	431	546	115	936
36	48	12	6143500 MAC	Group Insurance - Vision - Mutual Admin	236	336	100	576
1,241	959	(282)	6144000 MAC	401(k) Match - Mutual Admin	6,213	6,894	681	11,915
119	142	23	6145000 MAC	Group Insurance - Life - Mutual Admin	869	994	125	1,704
112	165	53	6146000 MAC	Long Term Disability Insurance - Mutual	838	1,155	317	1,980
0	0	0	6211000 MAC	Continuing Education - Mutual Admin	572	1,200	628	1,200
330	600	270	6214000 MAC	Meals & Special Events - Mutual Admin	555	1,200	645	1,800
0	0	0	6215000 MAC	Mileage - Mutual Admin	0	120	120	150
94	250	156	6410000 MAC	Office Supplies - Mutual Admin	826	1,750	924	3,025
631	0	(631)	6410015 MAC	Computer Supplies - Mutual Admin	757	1,235	478	1,235
0	0	0	6410030 MAC	Printer / Copier Supplies - Mutual Admin	298	0	(298)	0
1,268	4,167	2,900	6434120 MAC	Legal/Fair Housing - Mutual Admin	1,268	29,169	27,902	50,000
4,650	0	(4,650)	6438000 MAC	Other Professional Fees - Mutual Admin	4,650	6,000	1,350	10,000
0	0	0	6482000 MAC	Dues, Memberships & Books - Mutual Admin	142	600	458	800
0	83	83	6951000 MAC	Non-Budgeted Exp for Committee - Mutual	0	581	581	1,000
60,346	45,420	(14,926)		Total Expenses	295,476	332,531	37,055	563,395
46,950	46,950	0	5330000 MAC	Income / Refund from Mutuals - Mutual Ad	328,650	328,645	5	563,395
46,950	46,950	0		Total Cost Recovery	328,650	328,645	5	563,395
Off Budget Items								
(13,396)	1,530	(14,926)		Net Income / (Expense)	33,174	(3,886)	37,060	0



BOARD ACTION REQUEST

TO: BOARD OF DIRECTORS
FROM: MUTUAL ADMINISTRATION COMMITTEE
SUBJECT: AMEND POLICY 7501, PET OWNERSHIP
DATE: SEPTEMBER 13, 2016
CC: FILE

It is the recommendation of the Mutual Administration Committee that the Golden Rain Foundation (GRF) Board of Directors (BOD) approve amendment of Policy 7501, Pet Ownership, as suggested by corporate counsel.

I MOVE to amend Policy 7501, Pet Ownership.

***Policy 7501- Draft
Pet Ownership***

**~~*Policy 7501-SA-Draft
Service Animal*~~**

**~~*Policy 7501-ESA-Draft
Service Animal*~~**

MUTUAL OPERATIONS

RESIDENT REGULATIONS

DRAFT: 1-12-16Pet OwnershipCalifornia State Law

The State of California has provided that in a common-interest development where there is an owner of a separate interest, the owner is entitled to have at least one pet within the confines of their dwelling unit. (Civil Code § 4715).

Further, the right is held and acknowledged for the Seal Beach Mutual Corporations to adopt and implement reasonable rules and regulations governing pet ownership and to bind all resident members to all articles contained in Policy 7501, PETS OWNERSHIP.

The resident pet owner shall sign a statement on said Pet Ownership Registration Form indicating that he/she has read the Pet Ownership Policy and agrees to comply with the contents therein. The resident pet owner shall acknowledge that the pet owner and the pet are subject to exclusion from the Mutual Corporation and the dwelling unit ~~if there is not a compliance~~ for failure to comply with this policy and any and all the rules and registration requirements. The resident pet owner shall acknowledge that failure to comply with the rules and registration shall be grounds for refusing to permit a pet to be ~~situated~~ allowed in a dwelling unit of the Mutual Corporation, and continued violations may cause termination of the resident pet owner's residency.

ARTICLE I — PET REGULATIONS

A. Pet Restrictions

The law defines a "pet" as "any domesticated bird, cat, dog, aquatic animal kept within an aquarium, or other animal as agreed to between the Association/Corporation and the homeowner."

1. Restricted Pets: All members of the reptile and monkey families, as well as any raucous-voiced birds, snake, and arachnid (spider) families are prohibited. A reptile, such as a small lizard or turtle that is housed in a terrarium or aquarium, is permitted.

2. Aggressive Behavior: ~~Any quadruped cat or dog with a history of biting, confinement by Animal Control, or report of aggressive behavior shall not be allowed on the Mutual premises.~~ All vicious and potentially dangerous animals must be kept indoors or in a securely fenced area within the separate interest from which it cannot escape, and into

which children or other individuals cannot trespass. The Board may, in its discretion and after calling the resident pet owner to a hearing, require the removal of any vicious or potentially dangerous animal from the Mutual Premises and the Seal Beach Leisure World development.

a. An animal shall be deemed "vicious" for purposes of this Section if, when unprovoked: (i) it has bitten a person (however, an animal may be vicious even though it is not proven to have bitten any person); (ii) in an aggressive manner, it inflicts severe injury on or kills a human being; or (iii) it is previously determined to be and currently listed as a potentially dangerous animal (as determined by the Board or governmental authority) and, after its owner or keeper has been notified of this determination, it continues to engage in behavior deemed potentially dangerous. For purposes of determining if an animal is "vicious," "severe injury" means any physical injury to a human being that results in muscle tears, disfiguring lacerations, or requires multiple sutures or corrective or cosmetic surgery.

b. An animal shall be deemed "potentially dangerous" if, when unprovoked: (i) on two separate occasions within the prior 36-month period, it engages in any behavior that requires a defensive action by any person to prevent bodily injury when the person and the animal are off the property of its owner or keeper; (ii) it bites a person causing a less "severe injury" than as defined above; or (iii) on two separate occasions within the prior 36-month period, it has killed, seriously bitten, inflicted injury, or otherwise caused injury attacking a domestic animal off the property of its owner or keeper.

c. The Board may, in its discretion, require the removal of any vicious or potentially dangerous animal after the following has been satisfied. The resident pet owner must be provided with written notice, by either personal delivery or first-class mail, at least ten (10) days prior to the meeting to consider whether to require removal of the animal. The resident pet owner will be provided with the opportunity for a hearing before the Board. The notice shall contain the date, time, and place of the meeting, the nature of the alleged violation for which the pet owner is subject to discipline, and a statement that the pet owner has a right to attend and may address the Board at the meeting. The Board shall meet in executive session. The Board shall provide the pet owner with the results of the hearing at least fifteen (15) days following the hearing.

3. Farm Animal Restriction: At no time shall ~~it be appropriate for~~ resident owners to house or maintain within the confines of the Mutual any animal commonly known as a farm animal, domesticated farm animal, or any animal commonly maintained on a farm for the purpose of breeding for its fur, feathers, byproducts, or for human consumption. Farm animals may consist of, but not be limited to: duck, goose, chicken, potbellied pig, piglet, cow, calf, goat, rabbit, lamb, miniature horse, pony, etc.

B. ~~Quadruped Pet~~

- a. The number of quadruped pets (dog or cat) per ~~apartment~~ dwelling unit [BGT1] shall be restricted to one.
- b. The quadruped's (dog) weight shall not exceed twenty-five pounds at maturity.
- _____ c. Mutual 17: The quadruped's (dog) weight shall not exceed twenty pounds at maturity. [BGT2]

C. Birds

- _____ a. ~~The number of birds~~ allowed in a dwelling unit shall be ~~not more than~~ two pairs.
- b. All birds shall be housed inside of the resident's dwelling unit.
- c. Birds are not permitted to be outside of the dwelling unit or on ~~any exclusive use common area, including, but not limited to,~~ the patio.

D. ~~Pets are prohibited from:~~

Golden Rain Foundation common area facilities such as:

- a. Clubhouse Facilities
- b. Golf Course and Swimming Pool
- c. Leisure World Health Care Center
- d. Administration Building
- e. Amphitheater
- f. Library

E. ~~Leash Rule~~

- a. In all permitted areas and while traversing the streets or sidewalks or while making ingress and egress to or from the resident's ~~apartment~~ dwelling unit, the pet must be on a ~~substantial leash~~ not longer than six feet and under the control of ~~a-a resident and/or adult agent of the resident pet owner and/or responsible adult person competent to exercise care, custody and control over the pet.~~

b. **Mutual 17:** While transporting the pet in and out of the building, all pets (quadrupeds) must be carried to the elevator; carried while in the elevator and carried while exiting out of or entering into the building. In all permitted areas and while traversing the streets or sidewalks the pet must be on a **substantial leash** not longer than six feet and under the control of a **person competent to exercise care, custody and control over the** ~~pet resident and/or adult agent of the resident pet owner and/or responsible adult.~~

c. Persons walking the pet shall have evidence in plain view a plastic bag and/or a "poop scoop" device for the purpose of removing any pet waste deposited on any lawn or ground area.

F. Pet Licensing & Registration of Quadruped Pets

1. All pet dogs living within the Mutual, shall be licensed by the City of Long Beach, Animal Control and shall carry a current license tag on their collar. Said licensing shall be pursuant to all applicable local and state laws and regulations.
2. Any quadruped cat or dog with a history of biting, confinement by Animal Control, or report of aggressive behavior shall not be allowed on the Mutual premises.
3. All residents bringing pets onto the Mutual premises shall register their pets with the Stock Transfer Office. The pet must be registered before it is brought onto the Mutual premises. Further, the pet registration information, licensing and proof of Liability Insurance must be updated annually on or before December 31 of each year.
4. All properly registered pets (cats and dogs) shall also be required to wear a bright-colored Mutual tag on their collar along with the eCity license tag (dogs only), thereby showing proof of registration with the eCity and Mutual.
5. The Mutual Pet Ownership Registration Form will include or be accompanied by a certificate signed by a licensed veterinarian stating the quadruped pet has received all inoculations required by applicable state and local laws.
6. Resident pet owners owning a cat or dog shall procure a policy of liability insurance in an amount sufficient for the indemnification of other persons who may be injured by the pet of the resident with sufficient coverage to cover their personal liability.
7. The insurance carrier for the liability insurance required as to the pet, together with the address of the agent, and the amount of coverage procured shall be indicated on the Pet Ownership Registration Form along with the insurance card of the providing agent.
8. The name, address, and telephone number of one or more responsible parties who will care for the pet if the pet owner dies, is incapacitated, or is otherwise unable to care for the pet shall be provided.
9. Resident pet owners must display a pet ownership decal in a prominent location near the front door of their residence in order to alert security officers, maintenance staff, fire inspectors, mail carriers, or other employees requiring access to an apartment where there are pets. Decal is issued at the time of registration in the Stock Transfer Office.

Pet Licensing & Registration of Quadruped Pets, Cont'd

~~10. All quadruped pets brought into the Mutual by a resident pet owner shall have been spayed or neutered.~~

104. The resident pet owner shall sign a statement on said Pet Ownership Registration Form indicating that he/she has read the Pet Ownership Policy and agrees to comply with the contents therein. The resident pet owner shall acknowledge that the pet owner and the pet are subject to exclusion from the Mutual Corporation by eviction process if there is non-compliance with the rules and registration requirements.

G. Pet Waste & Disposal

1. At all times while walking pet, the ~~resident pet owner and/or responsible adult~~ **person controlling the animal** must have in evidence and in plain view a **plastic bag and/or a poop scoop** device for the purpose of immediately removing any pet waste deposited on any lawn or ground area.
2. In accordance with Seal Beach City Code, Section ~~3-10.267.05.080~~, persons allowing their dog or cat to defecate on property other than their own property, shall remove such feces immediately ~~or~~ **and may** be subject to **discipline as set forth herein**. ~~a city fine of \$25.~~
3. It shall not be permissible to maintain a pet in a residence unless sanitary standards are maintained governing the disposal of pet waste.
4. Resident pet owners owning a cat, or another pet using a litter box, are requested to change the litter at least twice each week and separate the pet waste from the litter at least once each day.
5. Pet waste shall be deposited in airtight plastic bags before being deposited in the trash or garbage bins. **Do not** flush kitty litter down the toilet, as this will cause a sewer blockage.
6. Resident pet owners ~~with properly registered pets~~ shall not be permitted to allow pet to deposit waste in any Mutual designated common area or in carport areas, tree wells or in private gardens adjacent to any Mutual dwelling unit.
7. Resident pet owners are required to **control noise and odor** caused by a pet. Any noise or odor which **creates an unreasonable interference with the quiet enjoyment of** ~~adversely affects~~ any other resident is not permitted.

8. Mutual Seven: Pet owners who reside outside of Mutual Seven may not walk their pet on the lawns or grounds of Mutual Seven.
9. Mutual Twelve: Pet owners who reside outside of Mutual Twelve may not walk their pet on the lawns or grounds of Mutual Twelve.
10. Mutual Sixteen: Resident pet owners who reside outside of Mutual Sixteen may not walk their pet on the lawns or grounds of Mutual Sixteen.

H. Care & Housing of Pet

DRAFT: 1-12-16

~~1. No quadruped pet may be left unattended in any dwelling area for more than four (4) hours. All pets must be under the resident pet owner's control in an apartment, so as not to be a hazard to security officers, maintenance staff, fire inspectors, paramedics, mail carriers or service providers or other employees requiring access to an apartment where there are pets.~~

~~2.1. Any permitted~~ No pet may not be left unattended in any fenced, gated or enclosed patio. Pet doors leading to the outdoors and onto open and enclosed patios are not permitted.

~~3.2. Pet doors shall not be installed through front doors, sliding glass doors, windows or walls of any unit or building.~~

~~4. Resident pet owners may, on a temporary basis, allow a neighbor to assume responsibility for their pet while in hospital, on vacation or other specified absence from owner's dwelling unit.~~

~~a. Such permission for a neighbor to temporarily watch over a pet shall require the approval of the Mutual Board of Directors.~~

~~b. Proof of liability insurance shall be provided to assure coverage during the resident's absence.~~

~~c. A sign shall be posted in plain sight of neighbor's front door notifying security, service providers and employees who require access to the apartment that a pet is temporarily being housed inside.~~

~~G. Permitted Resident pet owners, upon the sale of their apartment, shall have the apartment treated professionally by a licensed pest control company prior to the close of escrow, at the owner's expense.~~

~~H.G. The Mutual Corporation reserves the right to cancel a pet registration and seek the immediate removal of a pet that becomes vicious, as outlined above, , displays symptoms of severe illness, or demonstrates other behavior that constitutes an immediate threat to the health or safety of other residents of Seal Beach Leisure World and their guests.~~

If the health or safety of a pet is threatened by the death or incapacity of the resident pet owner, or by other factors that render the resident pet owner unable to care for the pet, the Mutual Corporation may contact a responsible party or parties listed on the Pet Ownership Registration Form for the purpose of removing and caring for the animal. If the responsible party or parties are unwilling or unable to care for the pet, the Mutual Corporation may contact Animal Control to remove the pet.

J. *Pets not owned by a resident shall not be brought upon the premises of the Mutual Corporation. Guests shall not be permitted to bring pets upon the premises of the Mutual Corporation.*

K. *Residents may not, even temporarily, keep a non-registered pet owned by another person in their dwelling unit.*

ARTICLE II VIOLATIONS OF PET OWNERSHIP POLICY

I. Pet Violations:

In the event of a determination of a violation of the Pet Ownership Policy, the Mutual Corporation shall serve a written notice of the pet rule violation on the resident pet owner. At the discretion of the Board, the written notice may do either or both of the following:

a. 1. ~~The written notice shall contain a statement of the factual basis for determining which violation has occurred to constitute alleged violation of the Pet Ownership Policy. The written notice shall state that the resident pet owner has ten (10) days from the effective date of service of the notice to:~~ Correct the violation (including, in appropriate circumstances, removal of the pet). The written notice shall contain a statement of the factual basis for determining which violation has occurred to constitute alleged violation of the Pet Ownership Policy; and/or

b. ~~Make a written request to hold a meeting with the Mutual Board of Directors to discuss the alleged violation. The resident pet owner is entitled to be accompanied by another person of his/her choice at a meeting, if a meeting is requested.~~

2. ~~The resident pet owner's failure to correct the violation, to request a meeting, or to~~

~~appear at a requested meeting, may result in an initiation of procedures to terminate the resident pet owner's occupancy in the Mutual Corporation.~~ The written notice shall call the resident pet owner to a hearing to consider whether to impose discipline against the resident pet owner and/or removal of the animal. The resident pet owner must be provided with written notice, by either personal delivery or first-class mail, at least ten (10) days prior to the meeting to consider whether to require removal of the animal. The resident pet owner will be provided with the opportunity for a hearing before the Board. The notice shall contain the date, time, and place of the meeting, the nature of the alleged violation for which the pet owner is subject to discipline, and a statement that the pet owner has a right to attend and may address the Board at the meeting. The Board shall meet in executive session. The Board shall provide the pet owner with the results of the hearing at least fifteen (15) days following the hearing.

Notice:

~~Exemptions to these rules and regulations concerning pets may be granted to persons with certified disabilities as outlined in greater detail below. shall have no application to a resident with a bona fide service animal or animal required because of a physical disability of the resident, who requires a service animal specifically trained to assist the resident, under and pursuant to The Americans with Disabilities Act (A.D.A.). In such cases, there shall be a certification as related to such animal, and a verifiable description of the service the animal is specially trained to perform for the disabled person.~~

~~Americans with Disabilities Act, Rules and Regulations regarding service animals, Code of Federal Regulations (28 CFR Part 36 Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities), Subpart A-General, Section 36.104.~~

ARTICLE III SERVICE ANIMALS AND EMOTIONAL SUPPORT ANIMALS

I. Pursuant to the California Fair Employment and Housing Act ("FEHA") and other laws, the Mutual Corporations and GRF have an obligation, when requested, to make reasonable accommodations to its policies, practices, procedures, rules or services to ensure statutorily protected classes of persons have fair access to their housing. In order to create an efficient and respectful process for all parties, the following process is requested to be followed should a Member request an accommodation. Please understand, that the Mutual Corporations and GRF are only required to provide a reasonable accommodation, not the best accommodation, and further should it be determined the accommodation will cause an undue burden on the Mutual Corporations, GRF or their respective Members, the respective Board may vote against provided the accommodation sought and instead offer an alternative, reasonable accommodation. The Mutual Corporations and GRF are committed to ensuring that all its Members, regardless of age, race, gender, disability, ancestry, national origin, religion, familial status, or otherwise, are provided equal rights and enjoyment of the community. Each and every request will be evaluated on a case-by-case basis.

1.2. Members with a physical or mental disability that limits one or more major life activity are entitled to seek an accommodation from the Mutual Corporations/GRF (see, Section 12926 of the Government Code). Major life activities are broadly construed and include physical activities (e.g., sight, sound, walking, breathing, caring for one's self), mental activities (e.g., learning), social activities and working.

1.3. Accommodation Request Process: A Member requesting an accommodation from the Pet Ownership Policy shall submit a written request for the applicable Board's review and consideration, which shall include the following:

- a. Statement affirming that the person suffers from a legally defined disability;
- b. Description of the requested accommodation/modification, including, if applicable, reference to the rule or policy from which accommodation is sought;

c. Description of reason for the accommodation/modification and how it relates to the disability;

d. Written verification from a treating health practitioner/professional that the person suffers from a certified disability, for which accommodation/modification from the Pet Ownership Policy is required, and the reason for the accommodation/modification (i.e. how the disability relates to the accommodation/modification);

A Member failing to adequately comply with the foregoing may be instructed to resubmit the accommodation request so that the Board may make an informed decision. Attached hereto is are sample forms for requesting a reasonable accommodation for Member use.

1.4. Accommodation Application Review:

a. Upon receipt of an accommodation request as required by Section 1.3 herein, the Board will review same and deliver its response to the Member within twenty-five (25) days of receipt of the request. The Board may accept the accommodation as requested, propose an alternate accommodation, or deny the accommodation sought. NO VARIANCE FROM RULES REGARDING NUISANCE, HEALTH AND/OR SAFETY (e.g., LEASH REQUIREMENTS, CLEANING UP AFTER ANIMAL, DANGEROUS VICIOUS DOG PROVISIONS, ETC.) WILL BE GRANTED.

b. Should the Board reject a specific accommodation, the Board will outline its reasons for rejection, based on the following: (1) The Mutual Corporation has been advised by counsel that the Member is not part of a protected class and is not entitled to an accommodation; (2) The accommodation, and its reasonable alternatives, would place an undue burden on the Mutual Corporation and its Members or fundamentally alter the purpose or function of the Mutual Corporation; (3) The Mutual Corporation has been advised the accommodation is not necessary to ensure the Member has fair and equal access to housing within the Mutual Corporation.

c. Should the Board propose an alternative, reasonable accommodation, the Board will outline its reasons for the alternate. The Member will have thirty (30) days upon receipt of such request to agree to the alternate accommodation or to submit a request for reconsideration of the request. Should the parties not be able to reach an acceptable accommodation, the parties may agree to seek resolution through the local Fair Housing Council.

d. The Board will reasonably undertake steps necessary to implement the agreed upon, reasonable accommodation not later than twenty-five (25) days from the date the reasonable accommodation is agreed upon by the parties.

e. All costs and expenses in implementing an accommodation are the sole responsibility of the Member so requesting, as such the Mutual Corporation reserves the right to require up-front payment or reserves the right to receive reimbursement by said Member.

~~DRAFT~~MUTUAL OPERATIONSRESIDENT REGULATIONSPet Ownership — Service Animals

~~The rules and regulations concerning pets as set forth in Policy 7501 Pet Ownership, shall contain applications of accommodation to a shareholder/member with a bona fide service animal or animal required because of a physical disability of the resident, who requires a service animal specifically trained to assist the shareholder/member, under and pursuant to the Americans with Disabilities Act (A.D.A.). In such cases, there shall be a certification as related to such service animal, and a verifiable description of the service the animal is specially trained to perform for the disabled person.~~

~~All dogs living within the Mutual, shall be licensed by the City of Long Beach, Animal Control Services.~~

~~All Service Animals living within the Mutual, shall be registered annually with the Stock Transfer Office in compliance with Pet Ownership Policy 7501.~~

~~The shareholder/member shall acknowledge that failure to comply with the rules and registration of the service animal will be grounds for refusing to permit the service animal to be situated in a dwelling unit of the Mutual Corporation, and continued violations may cause termination of the shareholder/member's residency.~~

II. Definition of Service Animal

A. Service animals must be properly trained for the service it provides. A resident pet owner seeking a variance from the Pet Ownership Policy must provide proof that a service animal has been properly trained for the service it provides.

A.B. Service Animal means any certified guide dog, signal dog, or other animal individually trained to do work or perform service tasks for the benefit of an individual with a disability including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing, providing minimal protection or rescue work, pulling a wheelchair, fetching dropped items, and any other service task for which the animal has been trained, and which will benefit the disabled person.

B.C. Service Animal also includes aA guide dog, which is defined as a dog which has been trained or is being specially trained for, or in conjunction with, a school such as

Assistance Dogs International for guide dogs to lead in harness and serve as an aid to the mobility of a particular blind person.

G.D. Each school for service and assistance animals provides documents of certification, such as an identification card for the individual disabilities of the disabled person and the requirements for a service dog.

Certification of Policy

Based on the aforementioned descriptions of a service animal, the Mutual Board of Directors hereby adopts the following certification policy in the identification process for the use of a service animal within the confines of the Seal Beach Leisure World Mutual Corporation common area properties: The Mutual Corporation may require that service animals qualify for this exemption, and shall grant this exemption if:

- A. Upon request, each service animal owner shall provide the Stock Transfer Office with an original Shareholder's Declaration form (Attachment A,) stating they are a person with a disability requiring a reasonable accommodation ~~an exemption~~ from certain rules set forth in Pet Ownership Policy 7501.
- B. Upon request, each service animal owner shall provide the Stock Transfer Office with a fully executed "Physician's Declaration" form (Attachment B), describing the requirements and the need for a service animal as defined by the A.D.A. There shall be included a full description of the physical tasks to be performed by the trained service animal for its disabled owner.
- C. The animal has been trained to assist persons with that specific disability.
- D. The animal actually assists the person with that disability.
- E. A license of certification for the Service Animal ~~from an accredited training school is provided.~~

~~Nothing in this Subpart B will: Limit or impair the rights of persons with disabilities; Authorize GRC and Mutual Corporations to limit or impair the rights of persons with disabilities; or Affect any authority that GRC or Mutual Corporations may have to regulate animals that assist persons with disabilities, under federal, state or local laws.~~

Service ~~a~~Animal Claim Forms

~~The following claim forms are for exemption from specific Mutual Rules and Regulations regarding ownership of a Service Animal, as provided for under this policy.~~

~~In order to qualify for this exemption, all~~ All sections of the Service Animal Claim Forms (A & B) must be completed and signed by the eligible shareholder/member and their treating physician. Upon completion, these two forms will be submitted to the appropriate Mutual Board of Directors for the² of 4 purpose of reviewing the qualifications of the

applicant/shareholder in granting this requested exemption.

=====

SERVICE ANIMAL
SHAREHOLDER'S DECLARATION - ATTACHMENT A

(name of applicant/shareholder), hereby
certify that I have a disability which qualifies me to apply for exemption from certain sections of
the Pet Ownership Policy, and that my disability qualifies me to have a Service Animal under the
~~auspices of the American With Disabilities Act~~ applicable laws.

Based on the certification of my attending physician, Dr. _____, the
necessary Service Animal so stated on the "Physician's Declaration" form (Attachment B,) has
been trained at: (e.g., Assistant Dogs International) per the attached certificate:

Name of Certification:

I further certify that, upon my command, this Service Animal can perform one or more the
following service tasks to assist me with my disability:

a .

b .

c .

I therefore request a reasonable accommodation to ~~a exemption from Policy 7501, Pet~~
Ownership Policy; specifically, _____ (e.g., the
number of permitted pets, the pet exceeds the weight requirement, etc.).

Nothing in this request will limit or impair the rights of persons with disabilities; authorize the Golden Rain
Foundation and/or Mutual Corporation to limit or impair the rights of persons with disabilities; or affect any
authority that the Golden Rain Foundation or Mutual Corporation may have to regulate animals that assist
persons with disabilities, under federal, state or local laws.

I declare that the foregoing information, and any accompanying statements, is true and
correct to the best of my knowledge.

Date

Signature of Applicant/Shareholder

Date

Signature of Applicant/Shareholder

=====

=====

SERVICE ANIMAL
PHYSICIAN'S DECLARATION - ATTACHMENT B

I, Dr. _____ declare and say: (Print
name here)

I am a ~~California~~-licensed physician acting within the scope of my licensure having education, experience and training in diagnosing disabled persons to qualify them for a Service Animal under the ~~Americans with Disabilities Act and Guidelines~~ applicable laws.

My office address _____

My office telephone number is (____) _____

1. Patient's Name (please print) _____
for whom this declaration is provided.

2. ~~Based upon the examination which I conducted, it is my medical opinion that my patient has such a disability that requires a Service Animal to perform physical tasks and assistance. The tasks and assistance that the Service Animal will perform are:~~

a .

b .

c .

Said patient requires an animal trained to perform the above-stated task(s) to assist my patient with ~~such a~~ disability. This patient is capable of caring for a Service ~~a~~Animal and for causing the animal to practice the skills required for the disability on a regular basis.

I declare, under that the foregoing is true and correct to the best of my knowledge.
This declaration was executed on:

The _____ day of the month of _____, 20__.

Signature: Dr. _____

Based upon the above declaration as filed by _____

(name of applicant/shareholder), the 4 of 4 applicant/shareholder is hereby granted a

reasonable accommodation to Pet Ownership Policy; specifically, (e.g., the pet exceeds the weight requirement, etc.). ~~an exemption from Policy 7501, Pet Ownership Policy.~~ **This exemption shall be renewed on the anniversary of this agreement and every year thereafter throughout the tenancy of the applicant/shareholder.**

Date

Mutual Corporation Representative

Mutual Admin: caw/1-16

=====

7501-ESA

~~MUTUAL OPERATIONS~~

~~RESIDENT REGULATIONS~~

III. Pet Ownership — (ESA) Emotional Support Animals

Definition of Emotional Support Animal - ESA

An emotional support animal (ESA) is a companion animal which provides therapeutic benefit and support to an individual. An emotional support animal is not considered a pet, but a necessary assistance and source of comfort to an individual. In order to be prescribed an emotional support animal by a physician or other medical professional, the person seeking such an animal must have a verifiable emotional need connected to the animal assisting them.

To be afforded an exemption under Policy 7501, Pet Ownership, an individual must have a declaration from their treating physician or mental-health physician stating that the person has that emotional need and exactly what it is the emotional support animal provides to that individual. An emotional support animal does not need specific training.

Requirements for Registering Emotional Support Animals

1. For purposes of this policy, an Emotional Support (comfort) Animal shall be designated and referred to as an ESA.
2. All ESA dogs living within the Mutual, shall be licensed by the City of Long Beach, Animal Control Services.
3. All ESA's living within the Mutual, shall be registered annually with the Stock Transfer Office in compliance with Pet Ownership Policy 7501.

4. *The resident/shareholder shall sign a statement on said ESA Registration Form indicating that he/she has read the Pet Ownership Policy 7501 and agrees to comply with the contents therein. The resident/shareholder shall acknowledge that the ESA is subject to exclusion from the Mutual Corporation and the dwelling unit if there is not a compliance with the rules and registration requirements.*
5. *The resident/shareholder shall acknowledge that failure to comply with the rules and registration shall be grounds for refusing to permit the ESA to be situated in a dwelling unit of the Mutual Corporation, and continued violations may cause termination of the resident/shareholder's residency.*

The Emotional Support Animal Claim Forms

~~In order to qualify for this exemption, a~~ All sections of the Emotional Support Animal Claim Forms must be completed and signed by the eligible shareholder and providing physician or Mental-Health Care Provider. Upon completion, these forms will be submitted to the appropriate Mutual Board of Directors for the purpose of reviewing the qualifications of the applicant/shareholder in granting this requested exemption.

- A. The Shareholder Emotional Support Animal Claim form (Attachment A,) requesting exemption from Pet Ownership Policy 7501.
- B. The Emotional Support Animal Physician's Declaration form (Attachment B,) in which there shall be a certification by the doctor as to the ~~exact reason need~~ for the ESA and the specific emotional support the ESA provides to the resident/shareholder.

=====

EMOTIONAL SUPPORT ANIMAL
SHAREHOLDER'S DECLARATION
FORM ATTACHMENT A

I live at [ADDRESS] in [UNIT NUMBER] and have lived there since [DATE] I am a qualified individual with a disability, as defined by the Fair Housing Amendments Act of 1988 and/or the California Fair Employment and Housing Act.

The Pet Ownership Policy states [XXX]. Because of my disability, I need the following accommodations: [LIST ACCOMMODATIONS]. A medical provider has prescribed this accommodation for my disability.

I, _____ (name of applicant/shareholder), hereby certify that I have an emotional connection, bond and relationship with: (Name & Animal)

~~This connection, bond and relationship to my emotional support animal qualifies me to apply for this exemption from certain provisions of Pet Ownership Policy 7501.~~

Based on the certification of my attending physician, Dr. _____

~~the necessary ESA, provides me with the following mental and emotional support, without which I would be unable to complete one or more of my day-to-day functions. Specifically, my animal provides and allows me to do the following:~~

a. _____

b. _____

c. _____

~~I therefore request an exemption from Policy 7501, Pet Ownership Policy.~~

~~Nothing in this request will limit or impair the rights of persons with disabilities; authorize the Golden Rain Foundation and/or Mutual Corporation to limit or impair the rights of persons with disabilities; or affect any authority that the Golden Rain Foundation or Mutual Corporation may have to regulate animals that assist persons with disabilities, under federal, state or local laws.~~

I declare that the foregoing information, and any accompanying statements, is true and correct to the best of my knowledge.

Date

Signature of Applicant/Shareholder

Date

Signature of Applicant/Shareholder

=====

=====

EMOTIONAL SUPPORT ANIMAL
PHYSICIAN'S DECLARATION - ATTACHMENT B

I, Dr. _____ declare and say:

(Print name here)

- ☐ I am a ~~California~~-licensed physician
- ☐ I am a ~~California~~-licensed Mental Health-Care provider:

Acting within the scope of my licensure having education, experience and training in diagnosing persons to qualify them for an Emotional Support (comfort) Animal.

My office address _____

My office telephone number is (____) _____

Patient's Name (please print) _____ for
whom this declaration is provided.

Based upon the examination which I conducted, it is my medical opinion that my patient has such a need for the comfort and support of their emotional support animal as to necessitate a request on their behalf for an exemption from certain provisions of the Seal Beach Leisure World Mutual Pet Ownership policy to allow approval of said emotional support animal, as it provides the following comfort necessary for my patient's well being and ability to navigate on a day-to-day basis. Specifically:

Type of animal: _____

Animal Provides the following Specific emotional support to my patient:

I declare, under that the foregoing is true and correct to the best of my knowledge. This declaration was executed on:

The _____ day of the month of _____, 20__.

Signature: Dr. _____

Based upon the above declaration as filed by _____ (name of
applicant/shareholder), the applicant/shareholder is hereby granted a reasonable
accommodation to Pet Ownership Policy; specifically,

(e.g., the pet exceeds the weight requirement,
etc.). ~~an exemption from Policy 7501, Pet Ownership Policy.~~ **This exemption shall be renewed
on the anniversary of this agreement and every year thereafter throughout the tenancy of
the applicant/shareholder.**

Date

Mutual Corporation Representative



BOD ACTION REQUEST

TO: GOLDEN RAIN FOUNDATION BOARD OF DIRECTORS
FROM: MUTUAL ADMINISTRATION COMMITTEE
SUBJECT: BOARD OF DIRECTORS REFERENCE GUIDE
DATE: SEPTEMBER 13, 2016
CC: RANDY ANKENY, EXECUTIVE DIRECTOR

It is the recommendation of the Mutual Administration Committee that the Golden Rain Foundation (GRF) Board of Directors (BOD) approve the Board of Directors Reference Guide for distribution to the Mutual Boards of Directors.

This new Reference Guide was created based on work done by GRF BOD member Susan Hopewell as a Mutual BOD member. The document has been reviewed by members of the Mutual Administration Committee for the past two months.

I move to recommend the GRF BOD approve the Board of Directors Reference Guide.



BOD ACTION REQUEST

TO: GOLDEN RAIN FOUNDATION BOARD OF DIRECTORS
FROM: MUTUAL ADMINISTRATION COMMITTEE
SUBJECT: BEREAVEMENT WORKBOOK
DATE: SEPTEMBER 13, 2016
CC: RANDY ANKENY, EXECUTIVE DIRECTOR

It is the recommendation of the Mutual Administration Committee that the Golden Rain Foundation (GRF) Board of Directors (BOD) approve the Bereavement Workbook for distribution to the shareholder/members.

This new Reference Guide was created based on work done by GRF BOD member Joy Reed. The document has been reviewed by members of the Mutual Administration Committee for the past several months.

I move to recommend the GRF BOD approve the Bereavement Workbook.

Golden Rain Foundation

Bereavement Work Book

For Shareholders and
Family Members



Presented by:
GRF Seal Beach, California

Printed: August 30, 2016

A vertical blue decorative bar with a gradient, transitioning from a darker blue at the top to a lighter blue at the bottom, is positioned on the left side of the page.

Dear Leisure World Shareholder/Member,

This packet was compiled and presented to you as a courtesy to our shareholders/members. You will find important information to assist you and your family members when the need arises. This packet is meant to serve as a guide to help you navigate through a difficult time.

As we have tried to cover as many items and topics as possible, keep in mind that they may not all apply to your specific situation.

Please feel free to use this Bereavement Packet as a resource and in any way you may find helpful.

Kind Regards,

Golden Rain Foundation

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Choosing an Attorney to Help with the Estate...

Asking these questions can help you find someone qualified to guide you in your role as the executor of an estate.

- Have they practiced estate planning law for at least five years?
- Do they devote at least 75% of their practice to estate planning?
- Have they attained state bar certification in estate planning?
- Do they carry adequate professional liability insurance?
- Do they offer a free initial consultation?
- Do they make it clear up front how they will charge you for their services?

WHAT TO DO IF YOU ARE THE EXECUTOR...

As executor, you serve as the voice of the deceased. You don't need to be a financial or legal expert, but you do have a fiduciary duty to act with good faith and honesty on behalf of the deceased.

WITHIN THE FIRST NINE MONTHS

- Review important documents
- Determine the need for probate
- Apply for a tax I.D.
- Consider opening an estate account
- Initiate probate proceedings, if required
- Financially manage the estate
- Submit estate tax returns

Review important documents. If you're not the surviving spouse, start by meeting with him or her and reviewing the deceased's important documents.

Determine the need for probate. This is the legal process of settling a person's estate, and it could have a significant impact on costs and timing. Deciding about probate is a task best handled with the advice of an estate planning specialist or attorney.

Apply for a tax I.D. Probate estates and trusts are separate legal entities from the deceased. To ensure they are properly accounted for, you'll need an Employer Identification Number (EIN) from the IRS. You may apply online at www.irs.gov.

Consider opening an estate account. This is a bank account for handling estate transactions, paying bills and receiving income.

Initiate probate proceedings. If required, file a petition with the court to admit the will into probate.

Financially manage the estate. At the end of the probate process, you will need to provide a final accounting of the estate to the probate court, so you must keep a detailed record of important dates, income and expenses. You will need to **take an accurate inventory of the estate's assets and obligations.**

Submit estate tax returns. Estate tax returns are due nine months after the death, although exceptions may be available.

AFTER PROBATE

Make sure to...

- Change titling of assets
- Distribute assets to heirs

DEATH "OUTSIDE" THE UNIT

CHECK LIST

✓	TOPIC	NOTES
	Call Hospice if under their care	
	Deceased transport	Funeral home, cremation service
	Call family or friends	For support
	Call Mutual President	9:00 a.m. – 9:00 p.m.
	Caregiver (Part-Time & Full-Time) – may be asked to leave immediately.	See Policy 7557.1 - 7557.17
	Resident Caregiver – may have up to 90 days to vacate the unit.	See Policy 7557.1 - 7557.17
	Co-Occupant/Permanent Resident may have 90 days to vacate the unit	Policy 1801-33
	Relatives may not be allowed to remain in the unit	Contact Mutual President (Phone number in Laundry Room)
	The deceased shareholder ID card needs to be returned to Stock Transfer	562-431-6586, Ext. 347
	Locate Stock and Membership certificates	See examples on Page 11
	Locate Trust documents.	A Will does not grant any rights of access into the unit.
	Notify Stock Transfer	562-431-6586, Ext. 347
	Inheritor Service Passes	Stock Transfer/Mutual Decision
	Grief support groups	Check in newspaper

DEATH "INSIDE" THE UNIT

CHECK LIST

✓	TOPIC	NOTES
	Call 911 – Security is automatically notified. Paramedics will contact Seal Beach Police Dept., if necessary	
	Call Hospice if under care	Follow Care Instructions
	Deceased Transport – Call Security to arrange entry at front gate: 562-594-4754.	Funeral Home or Cremation Service.
	Call Family and Friends	For Support
	Call Mutual President	9:00 a.m. – 9:00 p.m.
	Caregiver (Part-Time & Full-Time) - maybe asked to leave immediately.	See Policy 7557.1 - 7557.17
	Resident Caregiver may have up to 90 days to vacate the unit.	See Policy 7557.1 - 7557.17
	Co-Occupant/Permanent Resident may have 90 days to vacate the unit	Policy 1801-33
	Relatives may not be allowed to remain in the unit	Contact Mutual President
	The deceased shareholder ID card needs to be returned to the Stock Transfer Office	562-431-6586, Ext. 347
	Locate Stock and Membership certificates	See examples on Page 8
	Locate Trust documents.	A Will does not grant any rights of access into the unit.
	Notify Stock Transfer	562-431-6586, Ext. 347
	Inheritor Service Passes	Stock Transfer/Mutual Decision
	Grief Support Groups	Check in Newspaper

MAKING ARRANGEMENTS

CHECK LIST

✓	TOPIC	NOTES
	Relatives may not be allowed to remain in the unit	Contact Stock Transfer Office
	Contact Funeral or Cremation Service	
	Contact Preferred Religious Representative	
	Determine Location of Services/Memorial – Availability at church or Synagogue. Call Recreation for reservations.	562-286-6054, Ext. 398
	Newspaper Obituary and Service Notification	See pages 13 and 14
	Printed Memorial Service Program	Use a funeral or cremation service, religious organization or quick print service
	Flowers / Guest Book	Florist
	Food	Catering
	Music or Vocal Accompaniment	Contact Religious Organization
	Notify Security of date, time, location and names of expected guests	Security – 562-594-4754

FOLLOWING DEATH OF SHAREHOLDER

FAMILY LIST

✓	TOPIC	NOTES
	Family's Intent for Unit	Contact Mutual President and Stock Transfer office
	Pet Needs	Call friends, neighbors, pet boarding home or Seal Beach Animal Shelter, 562-430-4993
	DO NOT turn off electricity. Continue to pay SC Edison bills	Smoke alarm is hardwired to the electricity
	Clean out refrigerator and freezer	Leave doors opened when done
	All appliances may belong to the Mutual.	Confirm with Mutual President
	Ordering of Death Certificates (Minimum suggested copies – 15)	From Mortuary or Cremation Service. More expensive to order later
	Locate Stock and Membership Certificates	See samples on Pg. 11
	Locate Trust Documents	Attorney contact information
	Locate Will	A Will does not grant rights-of-access to unit
	Notify Social Security	Call 800-772-1213 (See Back Cover)
	You MUST continue to make monthly assessment payments	Call Finance Department at 562-472-1330
	HO6 Insurance	You must continue making payments.
	Banking	Safe deposit box. Cancel all automatic payments and/or transfers
	Cancel medical alert service	
	Cable Service	Cancel service and return box and modem.
	Car, golf cart, scooter, RV and all vehicle disposal	Notify DMV. Death certificate required.
	Mail and Subscriptions	Notify USPS, cancel all subscriptions and update mailing address with Stock Transfer Dept.
	Items labeled Golden Age Foundation	These are borrowed and need to be returned. See enclosed directory
	Medication Disposal	Contact pharmacy or see attached directory
	Eyeglasses	See Back Cover
	Notify RV Club and/or Mini-Farms	See Back Cover
	Telephone Directory	See Back Cover

GETTING UNIT READY TO SELL

CHECK LIST

✓	TOPIC	NOTES
	Select a Realtor	See Golden Rain News for ads or contact On-Site Sales at 562-598-1388
	Copy of Trust or Death Certificate & Original Stock and Membership Certificates	See examples on Pg. 11
	Review the Inspector's pre-listing report	Call inspector for clarification at 562-431-6586, Ext. 353
	Appliances may be owned by the Mutual	Contact Mutual President for clarification.
	Electricity	Must remain on for smoke alarms.
	Clean out carport storage; may have additional carport(s) leased	Contact Stock Transfer Office or Mutual President
	No vehicle may be parked in the carport without current GRF and DMV registrations	Contact Mutual President for details
	Disposal of items	Y-Service Club; Community Church, thrift stores
	Mutual trash bins	These are for small, daily trash only; boxes must be placed into recycle bin only when broken down flat.
	Electronic waste (TV, DVR, computer, monitors, earphones, lamps)	Electronic item dumpster is on west side of Maintenance yard. See page 17.
	Hazardous waste (paint, cleaning supplies, oils, grease, solvents)	17121 Nichols St, Huntington Beach 92647 (See page 17.)
	Mini-farms (1.8 gardens) dumpsters	Available for larger items.
	Have an estate or porch sale	Contact Mutual President; see News for estate sale professionals*
	If you need to, hire an approved contractor	Contact Physical Properties office: 562-431-6586 Ext. 352

* Pick up estate sale application in the Stock Transfer Office

QUALIFIED SELLER'S INSTRUCTIONS IN ORDER TO SELL A UNIT

Qualified Sellers

Surviving Senior Member

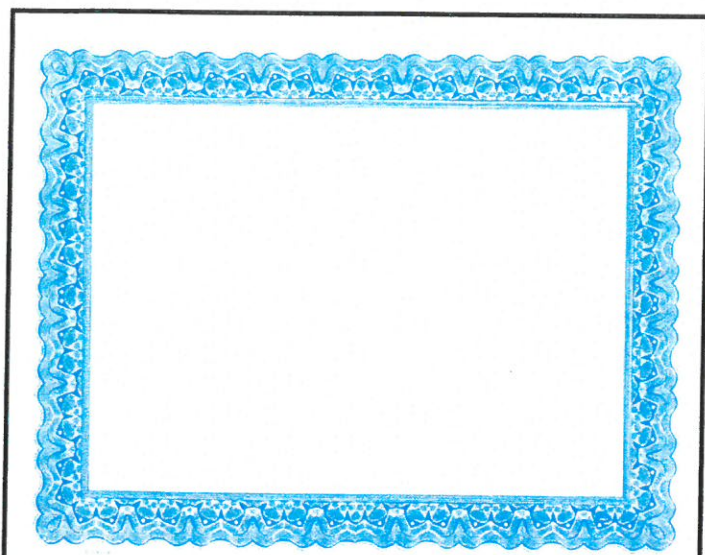
Non-Resident/Co-Owner

Successor Trustee

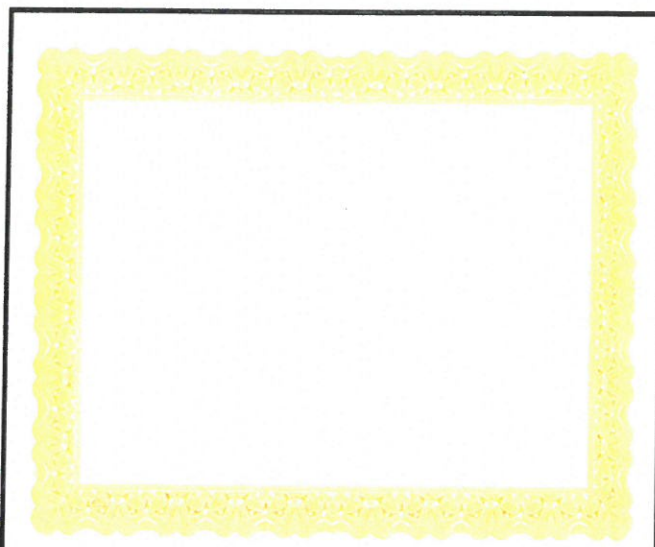
Court-appointed Executor/Administrator of the Estate

1. Call the On-Site Sales Office or familiar realtor of your choice. The agent you select will initiate the "Notice of Intention to Withdraw" to begin this process.
2. Documents required in order to sell unit:
 - a. Certified Copy of Death Certificates (if any)
 - b. Copy of FRONT and BACK of the Stock Certificates
 - c. Copy of the Trust (if any)
 - d. Copy of Court Order (if any)
3. In the event there is a Trust, an additional fee will be required and made payable to the Golden Rain Foundation. The Trust and all of the documents listed above would then be forwarded to the Foundation's Attorney for Trust Review.
4. The following documents will need to be signed by the Seller and returned to the selected Escrow Officer:
 - a. Notice of Intent to Withdraw
 - b. Pre-Listing Inspection (Escrow Clerk in Physical Property Dept.)
 - c. Escape Tax Notice (if original Seller is deceased)
 - d. Prop 58 – if the property is being sold by a son or daughter.
5. Original documents, along with the key will need to be returned to the selected Escrow Company for further processing.
6. All required fees will be explained to the Seller by the selected Escrow Company.
7. The pre-authorized Escrow Officer will guide the Seller through the process of selling the unit.

PHOTOS FOR BEREAVEMENT PACKET

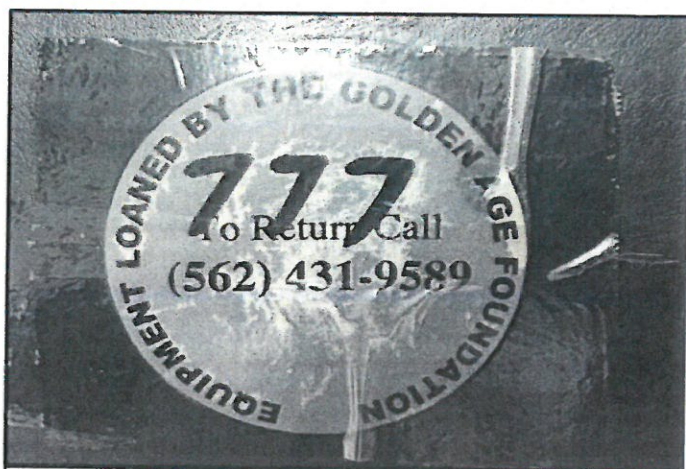


Stock Certificate



Membership Certificate

GOLDEN AGE LABELS




Golden Age Foundation
Walker



Golden Age Foundation
Wheelchair & Transporter

GOLDEN RAIN FOUNDATION OWNERSHIP CERTIFICATES

** Note that certificates were previously distributed in blue envelopes with black text*

<p>Golden Rain Foundation Library</p>  <p>003827</p>	<p>Golden Rain Foundation Sticker</p> <ul style="list-style-type: none">• Library
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<p>LEISURE WORLD LIBRARY GOLDEN RAIN FOUNDATION P.O. BOX 2069 SEAL BEACH, CA 90740</p>	<p>Leisure World Seal Beach Sticker</p> <ul style="list-style-type: none">• Library
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ADMINISTRATION**NEWSPAPER SERVICES****Obituaries**

Space in the Golden Rain *NEWS* (*NEWS*) is available in five formats for obituaries of shareholder/members and former shareholder/members.

- An "In Memoriam" column is available free of charge. Limited to name, mutual number and date of death.
- An obituary with or without photo is available free of charge for the first 250 words. Additional words will be charged at the rate of 20¢ per word. Notices written by the news staff will be free and no more than 250 words.
- Notices from mortuaries and non-GRF members will be printed exactly as submitted and charged at the non-member classified advertising rate, \$10.45 for the first 12 words and 20¢ for each additional word.

Bordered, decorative obituaries, eulogies and photos are available at the prevailing display advertising rate.

- A "Card of Thanks" section is available in the classified advertising section of the *NEWS* at the member classified advertising rate for persons wanting to express their thanks for help during bereavement, sickness, etc. at the prevailing display advertising rate.
- Obituaries may be published as news articles when the person has been a member of the Golden Rain Foundation (GRF) Board of Directors or when, in the opinion of the Publications Manager, the passing of a person is newsworthy to a sufficiently large number of GRF shareholder/members.

Policy

Adopted: 20 Feb 73
 Amended: 20 May 75
 Amended: 19 Jun 84
 Amended: 16 Sep 86
 Amended: 21 Sep 93
 Amended: 15 Sep 09
 Amended: 23 Jul 13
 Amended: 26 Jan 16

GOLDEN RAIN FOUNDATION
Seal Beach, California

(July 2013)

Obituary Publication Notice

Contact: _____

Phone: _____

☐ Past or present GRF board member

Served: _____ to _____

Mutual # _____

☐ Past or present Mutual board member

Served: _____ to _____

Mutual # _____

Name of Deceased: _____

Date of Birth: _____ Place of Birth: _____

Date of Death: _____ Age: _____

LW Residence: Mutual No. : _____ Year moved to LW: _____

Residence at time of death: _____

Parents Names: _____

Spouse's Name: _____

Date Married : _____ Where: _____

If Deceased, Date of Death: _____

Residence prior to LW: _____

Occupation: _____

Leisure World Involvements: _____

Personal Notes: _____

Survivors: _____

Services

Directed By: _____ Officiated by: _____

Date: _____ Time: _____

Location: _____

Burial: _____

☐ Additional information on back or attached

LW News (562) 430-0534 • Obituary Editor (562) 472-1276 • Fax (562) 598-1617 • cathiem_news@lwsb.com

PLANNING AHEAD

CHECK LIST

✓	TOPIC	NOTES
	Know where your stock and membership certificates are located	
	Copy of Marriage Certificate(s) or Divorce Decree(s)	For surviving spouse or family
	File of Life	List all medical contacts
	Credit cards	List Company, Account numbers, phone numbers, email and passwords
	Insurance policies	List Company, Account numbers, phone numbers, email and passwords
	Pension or annuity information	List Company, Account numbers, phone numbers, email and passwords
	Financial advisor	List current portfolio and contact info
	Trust planning	
	Identify resources for placement of pets	
	Ensure a responsible party has an annual pass	
	Caregiver (Part-Time & Full-Time) – may be asked to leave immediately	See Policy 7557.1 - 7557.17
	Resident Caregiver – may have up to 90 days to vacate the unit.	See Policy 7557.1 - 7557.17
	Co-Occupant/Permanent Resident may have 90 days to vacate unit.	See Policy 1801-33
	Friends and people to notify	Name, phone, email, address
	List additional carport or storage locations	Contact information
	List RV or mini-farms (1.8 gardens) locations	If applicable
	Talk with family and friends about your preferences or plans	Share with family where your documents are located and make a list.
	Pre-planned burial or cremation arrangements	List contact information



Is Your LW Telephone Directory Listing Out of Date?



Does It Need Changes?

If you want it added, deleted or changed in any way in the next directory, you must tell us! If you don't, it will be the same as the current directory. This applies if you have moved within LW and want a new address or phone number listed. All listings that clear escrow are removed annually.

Take this form to the News office or drop it in any white GRF drop box. Changes may be e-mailed to classified_news@lwsb.com. Include last name, first name, address, unit number and phone number.

Leisure World News
P.O. Box 2338
Seal Beach, CA
90740

Date: _____

Be sure to ☒ one of these boxes

☐ **REMOVE** my listing in the Leisure World Telephone Directory.

☐ I/we WANT to be listed in the Seal Beach Leisure World telephone directory EXACTLY AS BELOW (print last name first, upper and lower case).

Name(s): _____

Address: _____ last _____ first

Phone Number: _____

IT'S AGAINST THE LAW...



To place these items into either the GREEN or the WHITE Regular Waste Containers:

- Electronic Waste*
- Smoke Detectors
- Household Batteries*
- Paint Cans & All Paint Products
- Sharps
- Pesticides & Herbicides
- Auto Products
- Fluorescent/Light Bulbs*



HOUSEHOLD HAZARDOUS WASTE

The law prohibits putting any hazardous liquids or hazardous waste materials in your regular waste containers. These waste items **MUST** be handled separately and taken to a **Hazardous Waste Collection Center**. Closest centers are: Rainbow Disposal, 714-847-3581 or the O.C. Integrated Waste Management Dept. 714-834-6752.



E-WASTE, HOUSEHOLD BATTERIES & LIGHTING

Instructions for proper disposing of the following items:

- **E-Waste** Service Maintenance Dept. 562-431-6586, x369
- **Household Batteries** Service Maintenance Dept. 562-431-6586, x369 or News Office
- **Fluorescent/Light Bulbs** Service Maintenance Dept. or Purchasing Office



LARGE ITEMS

Furniture, mattresses, water closets and other large items must be taken to the North-West corner of Leisure World. Travel North on Oak Hills Road, turn **RIGHT** into the Mini-Farm area. Please use the Resident Recycling Containers.

PLEASE NOTE: An assessment of \$30 per item will be brought against an individual or Mutual for leaving these items in or around bin areas. If you are not sure or have questions regarding proper disposal of these items, please ask your Building Captain or Mutual Director for clarification.

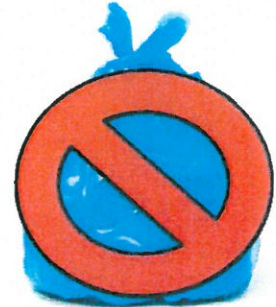


GUIDE TO RECYCLING...



SEPARATING RECYCLE PRODUCTS FROM TRASH

CALMET (the waste collection agency serving Leisure World) has provided a S.O.R.T. (Saving Our Resources Together) Guide for the disposal of products from the home. Plastic bags **CANNOT** be recycled. Please be sure to place recyclables from plastic bags into **WHITE** bin and place plastic bags into the **GREEN** trash bin.



RECYCLABLES

GLASS

- Clear
- Brown
- Green
- Liquor
- Soft Drink
- Juice & Food Jars



METAL

- Aluminum Foil
- Aerosol Cans (Empty)
- Food Cans & Lids
- Wire Coat Hangers
- Soda & Juice Cans



PLASTIC

- Milk Jugs
- Soda, Juice & Water
- Soap Bottles
- Containers with Numbers 1-7

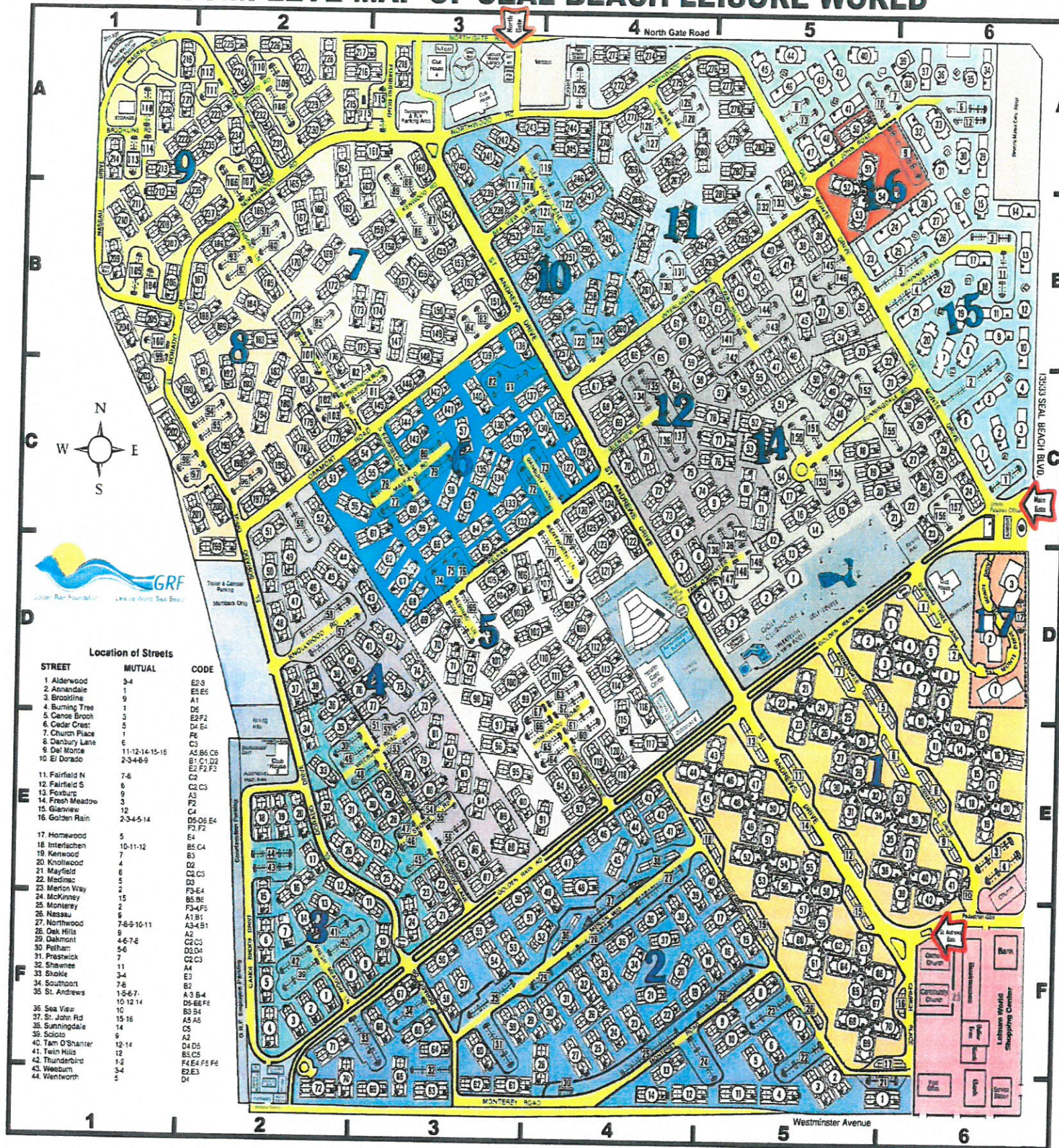


PAPER

- Newspaper
- Junk Mail & Magazines
- Envelopes & Paper
- Wrapping Paper (non-metallic)
- Cereal Boxes
- Egg Cartons
- Paper Shopping Bags
- Phone Books
- Cardboard Boxes (flattened)
- Juice Drink Boxes



COMPLETE MAP OF SEAL BEACH LEISURE WORLD



INFORMATIONAL DIRECTORY

IMPORTANT PHONE NUMBERS, WEBSITES AND ADDRESSES

Golden Rain Foundation	Phone	Ext.
Accounting	562-472-1330	
Administration	562-431-6586	310
Building Inspector	562-431-6586	353
Escrow Clerk (Physical Property Dept.)	562-431-6586	353
Golden Age Foundation	562-431-9589	
Library	562-598-2431	
Mini-Farm	562-431-7060	
Mutual Administration	562-431-6586	313
News Office	562-430-0534	
Obituary Editor	562-472-1276	
Physical Property Dept.	562-431-6586	352
RV Club	562-596-5934	
Security Office	562-594-4754	
Stock Transfer Office	562-431-6586	347

Other Agencies	Phone / Website
Eyeglasses Disposal	www.sealbeachlions.org
Hazardous Waste	17121 Nichols St., Huntington Beach 92647
Hazardous Waste Website	www.oclandfills.com/hazardous
I.R.S.	www.irs.gov
Medication Disposal	www.deadiversion.usdoj.gov
Seal Beach Animal Shelter	562-430-4993
Social Security	800-772-1213
Social Security Website	www.socialsecurity.gov



MEMO

TO: MUTUAL ADMINISTRATION COMMITTEE
FROM: COURTNEY KNAPP, STOCK TRANSFER SUPERVISOR
SUBJECT: AMEND POLICY 1201-33, PHOTO ID CARDS
DATE: SEPTEMBER 2, 2016

At its meeting on August 16, 2016, the Finance Committee reviewed potential revenue increases in fee rates for services provided by the Stock Transfer Office. The Finance Committee concurred to forward Policy 1201-33, Photo ID Cards, back to the Mutual Administration Committee for approval.

In order to implement the fee changes, Policy 1201-33 must be amended. The proposed fee changes include:

Established Fees	Policy	Current Fee	Proposed Fee
Replace Lost ID Card (1 st loss)	1201-33, Photo ID Cards	\$10	\$20
Replace Lost ID Card (subsequent losses within 24 months of 1 st loss)	1201-33, Photo ID Cards	\$15	\$30

The proposed fees reflect a potential revenue increase from this policy change of more than \$1,200.

If the Mutual Administration Committee wishes to proceed with the proposed fee changes, it is suggested the Committee recommend the tentative amendment of Policy 1201-31, Photo ID Cards to the Golden Rain Foundation Board of Directors at its meeting in September, with final adoption scheduled for November.

If amended, the policies and fee changes will go into effect January 1, 2017.

I move to recommend the Board approve the tentative amendment of Policy 1201-33, Photo ID Cards, to reflect an increase in fees, pending a minimum 30-day notification to the membership, and a final decision on November 22, 2016.

COMMUNITY OPERATIONS**RESIDENT PARTICIPATION****Photo Identification Cards**

Photo identification cards will be issued by the Stock Transfer Office with authorization from the Mutual Administration Manager and/or the Executive Director. Photo identification cards are for the use of residents only. Use by anyone other than the shareholder to whom the identification card is issued is strictly prohibited. Photo identification cards will be issued to the following persons:

1. All members of the Golden Rain Foundation as shown in the stock records of the Stock Transfer Office.
2. Qualified Permanent Residents, as shown in the records of the Stock Transfer Office.
3. Co-Occupants as described in Policy 1801, who reside with resident stockholders as shown in the records of the Stock Transfer Office. When the status of a Co-Occupant ceases, the photo identification card must be surrendered to the Stock Transfer Office.
4. All approved lessees of Mutual No. Seventeen.

Upon the demise of a shareholder, the photo identification card shall be surrendered to the Stock Transfer Office. When the Security Department retrieves a photo identification card, for whatever reason, it shall be surrendered to the Stock Transfer Office immediately.

For lost or stolen photo identification cards, shareholders may obtain a replacement card by:

1. Personally completing a "Certificate of Lost ID" form in the Stock Transfer Office.
2. Paying a \$40 20 fee for the first loss;
 - a. The fee will be \$45 30 for any subsequent losses within 24 months of the first loss;
 - b. The Mutual Board of Directors will be notified when a card is lost a third or subsequent time within 24 months of the first loss;
 - c. The fee will be waived if shareholder produces a Police Report that can be verified by the Stock Transfer Office.

Waiving of fee for other extenuating circumstances will be handled on a case-by-case basis.

(Jul 14)

COMMUNITY OPERATIONS

RESIDENT PARTICIPATION

Photo Identification Cards

Policy

Adopted: 19 Sep 72
Amended: 19 Dec 72
Amended: 16 Apr 85
Amended: 19 Dec 89
Amended: 31 Jan 95 (Effective 2-1-95)
Amended: 20 Feb 01
Amended: 19 Nov 02
Amended: 22 Jul 14

Amended:

(Jul 14)

**GOLDEN RAIN FOUNDATION
Seal Beach, California**



MEMO

TO: MUTUAL ADMINISTRATION COMMITTEE
FROM: COURTNEY KNAPP, STOCK TRANSFER SUPERVISOR
SUBJECT: AMEND POLICY 5536.1-33, GATE PASSES
DATE: SEPTEMBER 2, 2016

At its meeting on August 16, 2016, the Finance Committee voted to recommend the GRF Board of Directors amend Policy 5536.1-31, Guest Passes, changing the cost from \$5 to \$10 per pass. Also at that meeting, the Committee reviewed other additional revenue sources, including proposed fee changes concerning Policy 5536.1-33, Gate Passes.

For ease of amendment, it is recommended that the draft of Policy 5536.1-33, Gate Passes, include all suggested changes, including the addition of new fees.

In order to implement the fee changes, Policy 5536.1-33 must be amended. The proposed fee changes include:

Established Fees	Policy	Current Fee	Proposed Fee
Extra Guest Pass	5536.1-33, Gate Passes	\$5 each	\$10 each
Inheritor's Service Pass	5536.1-33, Gate Passes	\$5 each	\$10 each
New Fees	Applicable Policy	Current Fee	Proposed Fee
Replace Lost Caregiver Pass	5536.1-33, Gate Passes	-	\$10
Realtor's Service Pass	5536.1-33, Gate Passes	-	\$10

The proposed fees reflect a potential revenue increase from this policy change of more than \$21,000.

If the Mutual Administration Committee wishes to proceed with the proposed fee changes, it is suggested the Committee recommend the tentative amendment of Policy 5536.1-33, Gate Passes to the Golden Rain Foundation Board of Directors at its meeting in September, with final adoption scheduled for November.

If amended, the policies and fee changes will go into effect January 1, 2017.

I move to recommend the Board approve the tentative amendment of Policy 5536.1-33, Gate Passes, to reflect an increase in fees and the establishment of new fees, pending a minimum 30-day notification to the membership, and a final decision on November 22, 2016.

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. 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.

The Executive Director or Mutual Administration Director is authorized to issue up to four (4) additional annual guest passes per unit, 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~~ \$10.00 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.

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.

(Feb 10)

GOLDEN RAIN OPERATIONS**BOARD INTERNAL OPERATIONS****Gate Passes****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 **for a fee of \$10.00**, 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 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.

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

(Feb 10)

GOLDEN RAIN OPERATIONS

BOARD INTERNAL OPERATIONS

Gate Passes

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 \$10.00 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

The Executive Committee shall review fees for caregiver and guest passes on an 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

(Feb 10)

GOLDEN RAIN OPERATIONS**BOARD INTERNAL OPERATIONS****Gate Passes**

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

To MAC SEPTEMBER 13, 2016 (IF IT SHALL PASS EFFECTIVE JANUARY 1 2017)

GOLDEN RAIN FOUNDATION
Seal Beach, California

(Feb 10)



MEMO

TO: MUTUAL ADMINISTRATION COMMITTEE
FROM: COURTNEY KNAPP, STOCK TRANSFER SUPERVISOR
SUBJECT: AMEND POLICY 5061-31, FEES
DATE: SEPTEMBER 2, 2016

At its meeting on August 16, 2016, the Finance Committee reviewed potential revenue increases in fee rates for services provided by the Stock Transfer Office. The Finance Committee concurred to forward Policy 5061-31, Fees, back to the Mutual Administration Committee for approval.

In order to implement the fee changes, Policy 5061-31 must be amended. The proposed fee changes include:

Established Fees	Policy	Current Fee	Proposed Fee
Co-Occupant Setup Fee	5061-31, Fees	\$50	\$100
Certificate Preparation Fee (i.e. Stock Transfer Fee)	5061-31, Fees	\$150	\$250
Escrow Transfer Fee	5061-31, Fees	\$350	\$500
New Fees	Applicable Policy	Current Fee	Proposed Fee
Powers of Attorney and Court Orders	5061-31, Fees	-	\$75
Additional Map	5061-31, Fees	-	\$5

The proposed fees reflect a potential revenue increase from this policy change of more than \$55,000.

If the Mutual Administration Committee wishes to proceed with the proposed fee changes, it is suggested the Committee recommend the tentative amendment of Policy 5061-31, Fees to the Golden Rain Foundation Board of Directors at its meeting in September, with final adoption scheduled for November.

If amended, the policies and fee changes will go into effect January 1, 2017.

I move to recommend the Board approve the tentative amendment of Policy 15061-31, Fees, to reflect an increase in fees and the establishment of new fees, pending a minimum 30-day notification to the membership, and a final decision on November 22, 2016.

GOLDEN RAIN OPERATIONS**FINANCE****Fees**

The following schedule of fees is established by the Golden Rain Foundation (GRF).

1. Membership Fee

- 1.1 Each owner and co-occupant non-owner will be required to pay a one-time membership fee.
- 1.2 The membership fee for a GRF member represents a buy-in for access to the community facilities and amenities.
- 1.3 The membership fee is calculated as eighteen (18) times the monthly GRF assessment and rounded up to the nearest dollar. The new membership fee is implemented on January 1 of each year.
- 1.4 Existing GRF member(s) may transfer from one mutual to another without having to pay the membership fee provided that the member(s) remain(s) the same. The member(s) will, however, be charged a membership certificate processing fee for this transaction. (See section 3)
- 1.5 Membership fees shall be allocated as follows:
 - 1.5.1 Fifty percent (50%) into the GRF Capital Improvement Fund.
 - 1.5.2 Fifty percent (50%) into the GRF Reserve Fund.

2. Payment of Membership Fee

- 2.1 New members are encouraged to pay the membership fee in full at the close of the purchase escrow. GRF has established a finance plan to pay the membership fee over a seven-year period for those members who wish to finance their membership fee.
- 2.2 Members who opt to finance the payment of their membership fee must complete a Promissory Installment Note and agree to the terms of the Note.
 - 2.2.1 If a member opts to finance their membership fee, each member shall pay a one-time upfront payment of twenty-five percent (25%) of the total membership fee at the close of Escrow, and make seven (7) equal annual installment payments. Each annual payment will be due and payable on the anniversary of the date of purchase until the principal amount, including the finance charge, is paid in full.

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2.2.2 The annual finance charge on matured, unpaid amounts shall be one (1) percent per month (APR of 12%) paid annually on the outstanding balance.

2.3 In the event that a unit changes ownership before the membership fee is paid in full the balance due will be paid before transfer is complete.

3. Membership Certificate and Processing Fee

3.1 GRF shall issue one membership certificate per unit. The membership certificate may contain one or more names.

3.2 A certificate processing fee of ~~\$150~~ **\$250** will be charged to the unit's account each time the membership certificate is changed or altered to cover the cost of preparing, recording and/or replacing a membership certificate.

3.3 Membership Certificate and Processing fee shall be allocated to Cost Center 33 (Mutual Administration).

4. Transfer Fee – In Escrow

4.1 The seller of a Mutual share of stock shall pay a transfer fee of ~~\$350~~ **\$500** to GRF to cover the cost of transferring ownership(s).

4.2 Transfer Fee – In Escrow shall be allocated to Cost Center 33 (Mutual Administration).

5. Non – Owner, Co-Occupant Processing Fee

5.1 Non – Owner, Co-Occupant fee of ~~\$50~~ **\$100** shall be charged to cover the ~~actual~~ set up and processing costs.

5.2 Non – Owner, Co-Occupant Processing Fee shall be allocated to Cost Center 33 (Mutual Administration).

6. Mutual Corporation Fees

6.1 Each Mutual represents a fully independent corporation and as such may establish fees applicable to the Mutual. In accordance with the Management agreement, GRF operates as the management company for the Mutuels and processes the transfer of stock certificates. GRF, as part of its duties, will apply applicable Mutual Fees in accordance with

GOLDEN RAIN OPERATIONS

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established Mutual policies (see 7000 policy series).

7. Stock Transfer Legal Review of Trust Fees

7.1 Whenever there is a requested transfer of stock ownership by a Trust, either by the sale of a unit or an in-house ownership transfer, Probate Code §18100.5 delegates to the Foundation the right to request the current acting trustee or successor trustee to provide either a certification of trust, or a copy of the trust. In order to determine the legal rights of the trustee/successor trustee to represent the sale or transfer of a unit's ownership via the trust they represent, the following procedure is implemented.

7.1.1 Any trustee or successor trustee seeking to transfer the ownership of a mutual unit, either by the sale of the unit through escrow or an in-house ownership transfer, will be required to provide the Stock Transfer Office a Certification of Trust, or, a copy of the Trust document for the Foundation attorney to review prior to any completed transfer of ownership.

7.1.2 The Stock Transfer Office shall not proceed with any sale or transfer of ownership via a trust document prior to the Foundation attorney reviewing the trust and providing in writing a letter of release allowing the Stock Transfer Office to proceed.

7.1.3 In an effort to offset the cost of the required Foundation attorney review, there shall be assessed to the trustee or successor trustee, a fee of \$125 representing the attorney's fee and GRF's pro-rated staff time, to be collected at the time of the trust review.

7.1.4 Legal Review of Trust Fees shall be allocated to Cost Center 33 (Mutual Administration).

8 Lessee Annual Fee – Mutual 17 Only

8.1 The GRF lessee fee is a required **use fee** for access to the community facilities, amenities, and participation in GRF activities. The lessee fee is calculated at twenty 20% of the GRF annual assessment rounded up to the nearest dollar for each occupant.

GOLDEN RAIN OPERATIONS**FINANCE****Fees**

- 8.2 The required annual lessee fee payment is due and payable in full on the date of the lease agreement.
- 8.3 If delinquent, the lessee shall pay damages to reimburse GRF for its time, inconvenience, and overhead in collecting the payment as follows:
 - 8.3.1 A (twenty five dollar) \$25 late fee, and
 - 8.3.2 Interest at one percent (1) per month (APR of 12% from the original date due until the date the payment is received.
- 8.4 In addition to late fees, for each check from a lessee that a bank returns for any reason, the lessee must pay:
 - 8.4.1 Fifty dollars (\$50) late payment fee, and all bank charges assessed against the association.
- 8.5 If a lessee becomes more than ninety (90) days delinquent or has an unpaid balance of one hundred dollars (\$100) or greater, the lessee will receive a 30-day notice of GRF's intent to suspend the right to use GRF amenities and Trust facilities and property, including driving privileges upon GRF Trust streets. GRF may also refer the lessee account to an attorney or collection agency for appropriate action. All fees incurred by an attorney or collection agency to recover the delinquent amounts will be assessed to the lessee.
- 8.6 GRF reserves the right to collect the delinquent account from Lessor.
- 8.7 Lessee fees shall be allocated as follows:
 - 8.7.1 fifty percent (50%) into the GRF Capital Improvement Fund.
 - 8.7.2 fifty percent (50%) into the GRF Reserve Fund.

- 9. The fee for verifying Powers of Attorney and Court Orders will be \$75 per document, per review.
- 10. The fee for additional Leisure World maps will be \$5, per map.
- 11. All Fees are subject to periodic review and subject to change.

Policy

Adopted: 21 Apr 70
 Amended: 31 Aug 73
 Amended: 20 Nov 73
 Amended: 19 Aug 75
 Amended: 31 Aug 77

GOLDEN RAIN FOUNDATION
SEAL BEACH, CA

GOLDEN RAIN OPERATIONS**FINANCE****Fees**

Amended: 16 Jun 81
Rescinded: 20 Oct 81 (Amendments passed 16 Jun 81)
Amended: 16 Dec 86 (Effective 01 Jan 87)
Amended: 21 Jul 87 (Effective 01 Aug 87)
Amended: 20 Sep 88 (Effective 01 Jan 89)
Amended: 21 Nov 89
Amended: 16 Nov 93 (Effective 01 Dec 93)
Amended: 18 Nov 03 (Effective 01 Jan 04)
Amended: 15 May 07 (Effective 01 Jul 07)
Amended: 17 July 12 (Effective 01 Sept 12)
Amended: 22 Apr 14 (subheading correction only)
Amended: 28 Oct 14 (Effective 01 Jan 2015)
Amended: 27 Oct 15 (Effective 01 Jan 2016)
Amended:

Mutual Administration Monthly Report for August 2016

FEES COLLECTED		
Guest Passes Sold	\$5.00	\$ 20,137.00
ID Cards Replaced	\$10.00	\$ 1,325.00
Trust Review Fees	\$125.00	\$ 25,500.00
Transfers of Stock	\$150.00	\$ 24,150.00
Co-occupant Setup Fee	\$50.00	\$ 1,150.00
Mutual 17 Rental Fees	\$346.00	\$ 5,939.63
Membership Fees collected	\$2,595.00	\$1,206,262.25
Distribution Copy Service	Variable	\$ 3,099.31

Total Monies Generated \$1,287,563.19

ESCROWS

Mutual	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
One	7	2	5	7	8	3	10	11				
Two	2	3	4	2	11	7	7	6				
Three	2	4	2	5	0	0	3	4				
Four	1	3	2	4	1	0	0	1				
Five	2	2	3	2	3	3	2	5				
Six	2	3	2	0	3	4	4	3				
Seven	1	1	5	1	5	6	3	3				
Eight	1	2	3	1	1	1	2	1				
Nine	3	1	4	3	4	6	6	1				
Ten	1	3	1	1	4	1	3	2				
Eleven	1	1	3	1	1	2	3	3				
Twelve	1	4	1	3	7	3	1	4				
Fourteen	0	1	3	3	3	3	0	1				
Fifteen	3	2	6	2	1	5	3	6				
Sixteen	1	0	1	0	0	0	0	0				
Seventeen	2	1	0	0	1	1	0	2				
Totals	30	33	45	35	53	45	47	53				

ESCROW RECAP

		Sales	Sales Prices	Percentage Comparisons
Total through Aug	2016	341	\$73,056,968.00	2012 through 2016
Total through Aug	2015	485	\$62,835,449.00	2015 Sales (485) ↓ 30% Sales Prices ↑ 16%
Total through Aug	2014	419	\$53,538,988.00	2014 Sales (419) ↓ 18% Sales Prices ↑ 36%
Total through Aug	2013	629	\$52,813,450.00	2013 Sales (629) ↓ 46% Sales Prices ↑ 38%
Total through Aug	2012	513	\$36,536,099.00	2012 Sales (513) ↓ 33% Sales Prices ↑ 99%

Letters

Mutual	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
One	6	17	23	23	8	18	10	5				
Two	7	12	5	15	2	4	4	5				
Three	2	3	3	2	1	3	0	3				
Four	0	14	0	2	2	0	3	7				
Five	6	23	36	15	23	1	0	9				
Six	82	2	16	3	3	2	1	0				
Seven	4	4	2	0	8	7	2	25				
Eight	9	5	6	5	2	1	0	0				
Nine	5	7	7	8	1	5	0	26				
Ten	0	2	7	1	0	2	2	6				
Eleven	2	1	0	3	3	0	0	1				
Twelve	4	4	3	6	0	5	3	7				
Fourteen	15	3	5	4	12	8	2	8				
Fifteen	1	7	3	24	24	0	2	2				
Sixteen	0	0	0	0	0	6	0	0				
Seventeen	0	0	0	3	1	2	1	0				
Totals 2016	143	104	116	114	90	64	30	104				
Totals 2015	154	80	423	179	288	135	106	154				

Letters thru Aug 2016 - 766	↓49%	Total Letters for 2015 (1822)	Total Letters for 2013 (749)
Letters thru Aug 2015 - 1519		Total Letters for 2014 (1244)	Total Letters for 2012 (577)

COLLECTIONS DELINQUENT ACCOUNTS, LEGAL FEES

Mutual	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
One		2,679	2,000	5,753	8,332	1,181						
Two	547	6,617	2,183	100	100	4,093	1,197	1,260				
Three			681	2,460	735	4,961	192,000	535				
Four						919	100	100				
Five			5,185									
Six	1,126	1,126	737	8,529	1,000	2,045	23,433					
Seven						1,749		1,976				
Eight			1,654	1,750			250					
Nine			1,151	2,025	1,704	2,918	5,430					
Ten			2,219			50	50	50				
Eleven			3,939	2,293		50,929	499					
Twelve		2,875			488	456	456					
Fourteen							5,468					
Fifteen												
Sixteen						602						
Seventeen												
Total	\$1,673	\$13,297	\$19,748	\$22,910	\$12,359	\$69,904	\$228,883	\$3,921				

Collections thru Aug, 2016: \$372,695.00 ↑100%

Collections thru Aug, 2015: \$186,210.00

ATTORNEY TRUST REVIEWS

Mutual	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
One	2	0	3	4	2	2	6	3				
Two	5	4	5	4	5	3	4	3				
Three	2	2	3	5	3	0	1	6				
Four	0	0	0	0	0	1	2	2				
Five	2	2	1	3	3	0	2	2				
Six	0	2	3	4	3	2	3	0				
Seven	2	2	0	3	2	5	3	3				
Eight	1	1	1	0	1	1	0	1				
Nine	1	1	3	0	1	2	0	1				
Ten	2	0	1	3	0	0	1	1				
Eleven	0	0	2	4	3	0	2	2				
Twelve	4	2	4	1	3	4	0	2				
Fourteen	1	1	5	3	7	2	2	1				
Fifteen	0	4	2	0	4	4	3	5				
Sixteen	0	0	0	0	0	0	0	1				
Seventeen	0	1	2	1	1	3	0	2				
	22	22	35	35	38	29	29	35				

Reviews Through Aug, 2016: 245 ↑5%

Reviews Through Aug, 2015: 234

REGISTRATIONS

Mutual	Caregivers	Dogs	Cats	Others	Service ESA	Open Cases
One	28	90	50	5	2	20
Two	23	76	40	3	1	11
Three	8	51	21	1	2	5
Four	8	37	27	0	0	1
Five	16	44	17	1	1	5
Six	13	45	19	0	1	6
Seven	17	38	25	0	0	11
Eight	9	32	13	2	5	5
Nine	14	59	18	1	2	3
Ten	16	29	21	1	4	8
Eleven	7	27	13	1	1	8
Twelve	24	35	18	0	0	6
Fourteen	41	39	16	4	2	7
Fifteen	19	55	33	8	1	8
Sixteen	3	2	3	0	0	2
Seventeen	3	6	8	1	0	1
TOTALS	249	665	342	28	22	107

Total Pets & Animals 1057