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## Mutual Administration Committee

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### **Agenda**

Administration Conference Room

Tuesday, March 8, 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  
Carol Weller, Mutual Administration Director  
Jodi Hopkins, Assistant Mutual Administration Director  
Courtney Knapp, Stock Transfer Supervisor  
Jaime Guerrero, Security Chief  
Ruben Gonzalez, Facilities Manager  
Deanna Bennett, Recording Secretary
  - b. Rules of Order
  - c. Chair's Report
4. Approval of Minutes
  - a. Minutes of February 9, 2016 (pp. 1-6)
5. Shareholder/Member Comments – Agenda Items Only  
(*Limited to 3 minutes per person*)
6. Correspondence  
(None received)
7. Reports
  - a. Document Sub-committee
  - b. Facilities Manager's Report

8. Unfinished Business

- a. Pet Policy-Update: Letter for ESA Verification from Physician - Update
- b. Disclosures on Pre-Listing Review of Stock Transfer Disclosures
- c. Physicians Certification-Disclaimer Notice for the Physician with Questionnaire - Update
- d. Fee Schedule for Stock Transfer Services/Attorney Services-Update; possible Addition of Deposit to ensure Return of Member ID Card
- e. Expiring Leisure World ID Card – White Paper – Update
- f. Employee Vehicle Parking Permits - Update
- g. Caregiver Declaration – 90 Day Vacate Notification

9. New Business

- a. Method of Registration of Caregiver Agencies; Qualifications for Registration

10. Policies

- a. Amend Policy 5536.1-33, Guest Passes (pp. 7-10)
- b. Rescind (not applicable)

11. Staff Reports

- a. Mutual Administration Director Carol Weller (handout)
- b. Executive Director Randy Ankeny

12. President's Comments

13. Shareholder/Member Comments  
(Limited to 3 minutes per person)

14. Committee Member Comments

15. Next Meeting/Adjournment

- a. **Tuesday, April 12, 2016 - Next Committee meeting**
- b. Tuesday, March 15, 2016 - Minutes distributed and posted on the Web site
- c. Wednesday, March 30, 2016 – Agenda items due to Recording Secretary
- d. Tuesday, April 5, 2016 – Agenda packets distributed and posted on the website



## MUTUAL ADMINISTRATION COMMITTEE MINUTES

Administration Conference Room

Tuesday, February 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, February 9, 2016, in the Administration Conference Room. Ms. Rapp led the Committee in the Pledge of Allegiance.

### ROLL CALL

|          |                    |   |
|----------|--------------------|---|
| Present: | Ms. K. Rapp, Chair | Mrs. L. Perrotti                                    |
|          | Mr. B. Lukoff      | Mr. R. Stone  |
|          | Mr. P. Moore       | Mrs. M. Wood  |
|          |                    | Ms. R. Winkler, Ex-Officio (left meeting at 3 p.m.) |
|          |                    |   |

Absent: Mr. P. Hood

|           |  |
|-----------|--|
| Staff and | Mr. R. Ankeny, Executive Director (left meeting at 3 p.m.) |
| Guests:   | Ms. C. Weller, Mutual Administration Director              |
|           | Ms. J. Hopkins, Mutual Administration Assistant Manager    |
|           | Mr. M. Weaver, Facilities Director                         |
|           | Mr. J. Guerrero, Security Chief                            |
|           | Mr. R. Gonzalez, Facilities Manager                        |
|           | Ms. C. Knapp, Stock Transfer Supervisor                    |
|           | Mrs. D. Bennett, Recording Secretary                       |
|           | Ms. P. Snowden, GRF Representative, Mutual Two             |
|           | Ms. L. Stone, GRF Representative, Mutual Three             |
|           | Mrs. J. Reed, GRF Representative, Mutual Four              |
|           | Mrs. M. Greer, GRF Representative, Mutual Eleven           |
|           | Mrs. C. Damoci, GRF Representative, Mutual Twelve          |
|           | Thirteen 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 4<sup>th</sup> 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 four 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 in March.

### **CHAIR'S ANNOUNCEMENTS**

The Chair welcomed the Committee Members, guests and staff, including the GRF Vice President, the Executive Director, the Facilities Director, the Mutual Administration Director, the Assistant Mutual Administration Director, the Security Chief, the Facilities Manager, Stock Transfer Supervisor and the Recording Secretary. She requested that members exhibit an appropriate amount of decorum.

### **MINUTES**

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

### **SHAREHOLDER COMMENTS**

Five Shareholder/members spoke on the website and requested that Mutual Presidents receive full Mutual Administration Committee agenda packets.

### **SUB-COMMITTEE REPORT**

The Chair of the Document Review Sub-committee reported that the Sub-committee met on January 25, 2016, that the review of the first half of the Welcome Book is completed and that the entire document should be ready for Committee review in a few months. The next Document Review Sub-Committee meeting will take place on February 29, 2016, in the Administration Conference Room, at 1:00 p.m.

### **UNFINISHED BUSINESS**

#### **Pet Policy – Letter for ESA Verification from Physician**

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

TO forward the draft Policies 7501, Pet Ownership, 7501-SA, Service Animal and 7501-ESA, Service Animal to corporate counsel for review.

#### **Disclosures on Pre-Listing – Update**

The Facilities Director reviewed the Disclosures on Pre-Listing.

Mrs. Wood MOVED, Mr. Stone seconded -

**TO** request corporate counsel review the Disclosures on Pre-Listing and provide a legal review for Stock Transfer Office compliance, at a cost of no more than \$5,000.00.

One Committee member, the Executive Director and one shareholder/member spoke on the motion.

The motion was carried unanimously by the Committee members present.

Physicians Certification – Disclaimer Notice for the Physician

The Mutual Administration Director advised the Committee that the Physicians Certification is currently under review by corporate counsel.

Fee Schedule for Stock Transfer/Attorney Services

The Mutual Administration Director advised the Committee that the Fee Schedule for Stock Transfer/Attorney Services will be reviewed by corporate counsel.

Expired Leisure World ID Card – White Paper

Ms.Perrotti MOVED, seconded by Mr. Moore -

**TO** recommend to the Finance Committee amendment of Policy 5061-33, Fees, to include a non-return fee.

One Committee member spoke on the motion.

Mrs. Perrotti MOVED, seconded by Mr. Stone -

**TO** amend the main motion: To recommend to the Finance Committee amendment of Policy 5061-33, Fees, to include a fee of \$500.00 for the non-return of Golden Rain Foundation property.

Four Committee members, three shareholder/members, the Executive Director and the Mutual Administration Director spoke on the motion.

The amended motion was carried unanimously by the Committee members present.

Employee Vehicle Parking Permits

The Security Chief reported on efforts to find improved solutions for employee parking permits. A vendor has been located that can provide the supplies needed to print the permits in-house.



Mr. Lukoff MOVED, Mrs. Perrotti seconded and carried unanimously by the Committee members present-

TO recommend the Executive Committee amend policies associated with employee access cards/parking permits.

#### Assembly Bill 139 – Revocable Transfer on Death

The Stock Transfer Supervisor advised that the legal opinion she received is that Mutual Seventeen is the only Mutual that would accept AB139. The Stock Transfer Office will not carry any forms associated with the Revocable Transfer on Death; shareholder/members will be referred to their own attorney.

#### Caregiver Declaration Acknowledging 90 day Vacate to be Signed when Pass is Issued

The Mutual Administration Director advised that the document is ready for review by corporate counsel.

### **NEW BUSINESS**

#### Caregiver Registration Issues

Upon discussion, the topic was referred to the March Mutual Administration Committee meeting.

#### Possible Legal Review for Stock Transfer Compliance

This agenda item was included in the motion pertaining to the request for corporate counsel to review the Disclosures on Pre-Listing.

#### Pet Removal Protocol upon Shareholder/Member Death or Long Term Absence

Upon discussion, the Committee reached consensus that new protocol is not necessary at this time.

### **POLICIES**

#### Amend Policy 5536.1-33, Guest Passes

The Executive Director, at the request of the Mutual Administration Committee, prepared an amendment to Policy 5536.1-33, Guest Passes.

Mr. Moore MOVED, seconded by Mrs. Perrotti and carried unanimously by the Committee Members present-

TO direct the Executive Director amend Policy 5536.1-33, Guest Passes, to reflect the issuance of four (4) guest passes to shareholder/members.

The Chair called for a 5 minute break at 3:03 p.m.

### **STAFF REPORTS**

The Mutual Administration Director presented her report, as attached.

The Service Maintenance Manager reported the department is continuing to receive favorable customer satisfaction surveys. He will report on open SROs at next month's meeting.

### **MEMBER COMMENTS**

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

### **COMMITTEE MEMBER COMMENTS**

Five 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 held on Tuesday, March 8, 2016 at 1:00 p.m., in the Administration Conference Room.

### **ADJOURNMENT**

The Chair adjourned the meeting at 3:30 p.m.

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Ms. K. Rapp, Chair  
Mutual Administration Sub-Committee  
dfb/02.18.16

**RECAP OF MOTIONS AND ACTIONS TAKEN AT THE MUTUAL ADMINISTRATION  
COMMITTEE MEETING ON FEBRUARY 9, 2016**

**ACTIONS:**

- Mutual Presidents will receive full Mutual Administration Committee agenda packets beginning in March 2016.

**MOTIONS:**

- **TO** forward the draft Policies 7501, Pet Ownership, 7501-SA, Service Animal and 7501-ESA, Service Animal to corporate counsel for review.
- **TO** request corporate counsel review the Disclosures on Pre-Listing and provide a legal review for Stock Transfer Office compliance, at a cost of no more than \$5,000.00.
- **TO** recommend to the Finance Committee amendment of Policy 5061-33, Fees, to include a \$500 fee for the non-return of Golden Rain Foundation Property.
- **TO** recommend to the Executive Committee amendment of policies associated with employee access cards/parking permits.
- **TO** direct the Executive Director to amend Policy 5536-33, Guest Passes, to reflect the issuance of four (4) guest passes to shareholder/members.



GOLDEN RAIN OPERATIONSBOARD INTERNAL OPERATIONS**AMEND**Gate Passes

The ~~Executive Director or Mutual Administration Director is~~ **Per the following terms and conditions, the following are** 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) provide two (2) 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 two (2) four (4)~~ annual guest passes throughout the year from the Stock Transfer **Office with proper identification.**

The **Mutual Corporations may be** ~~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 **and fill out a Guest Pass request.**
  - a. All guest pass request will be reviewed by the respective Mutual Corporation Board for approval.
  - b. Guest Pass review process may take up to five (5) business days.
2. A \$~~5~~**10** 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.

(Feb 10)

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

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

**Quarterly Service Passes**

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

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

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

The Stock Transfer department shall issue quarterly service passes to realtors 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.

(Feb 10)



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

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

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

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

**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 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.

(Feb 10)

**GOLDEN RAIN OPERATIONS**

**BOARD INTERNAL OPERATIONS**  
**Gate Passes**

**AMEND**

**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

**Amended:**

**GOLDEN RAIN FOUNDATION**  
**Seal Beach, California**

(Feb 10)