

Mutual Administration Committee

Agenda

Administration Conference Room B Tuesday, July 12, 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, Assistant Mutual Administration Director Courtney Knapp, Stock Transfer Supervisor Ruben Gonzalez, Facilities Manager Deanna Bennett, Recording Secretary

- Rules of Order
- c. Chair's Report
- Approval of Minutes
 - a. Minutes of May 10, 2016 (pp. 1-6)
- 5. Shareholder/Member Comments Agenda Items Only (Limited to 3 minutes per person)
- 6. Correspondence
 - a. (not applicable)
- Election of Committee Vice Chair
- 8. Reports
 - a. Facilities Manager's Report
- Unfinished Business
 - Pet Policy-Update: Letter for ESA Verification from Physician Update Only

- b. Disclosures on Pre-Listing Review of Stock Transfer Disclosures Update Only
- Fee Schedule for Stock Transfer Services/Attorney Services-Update Only
- d. Expiring Leisure World ID Card Update Only
- e. Registration of Caregiver Agencies: Qualifications

10. New Business

- a. Role of GRF as a Management Company
- b. Draft 2017 Budget Cost Centers 33 and MAC (pp. 7-16)
- c. Dashboard Passes for Caregivers
- d. Orientation Packets

11. Policies

- a. Amend Policy 5536.1-33 Guest Passes Update Only (pp. 17-20)
- b. Amend Policy 5061-33, Fees (pp. 21- 26)

Staff Reports

- a. Mutual Administration Director Jodi Hopkins (handout)
- b. Executive Director Randy Ankeny
- 13. President's Comments
- 14. Shareholder/Member Comments (Limited to 3 minutes per person)
- 15. Committee Member Comments
- 16. Next Meeting/Adjournment
 - a. Tuesday, August 9, 2016



MUTUAL ADMINISTRATION COMMITTEE MINUTES

Administration Conference Room Tuesday, May 10, 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, May 10, 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. P. Hood

Mr. R. Stone Mrs. M. Wood

Mr. B. Lukoff, Vice Chair Mr. P. Moore

Ms. R. Winkler, Ex-Officio

Staff and

Mr. R. Ankeny, Executive Director

Guests:

Ms. C. Weller, Mutual Administration Director

Mr. J. Guerrero, Security Chief Mr. R. Gonzalez, Facilities Manager Ms. K. Roberts, Publications 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

Seventeen 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 if 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 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 at the next Committee meeting.

CHAIR'S ANNOUNCEMENTS

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

Mayor's Comments

The Mayor of Seal Beach recapped the most recent City of Seal Beach City Council meeting.

MINUTES

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

CORRESPONDENCE

No correspondence was received by the Committee

SUB-COMMITTEE REPORT

The Chair of the Document Review Sub-committee presented her report during the Bereavement packet update.

COMMUNITY FACILITIES MANAGER

The Community Facilities Manager presented the open SRO Report.

UNFINISHED BUSINESS

Pet Policy - Policies 7501, Pet Ownership, 7501-SA, Service Animal and 7501-ESA, Service Animal

The Mutual Administration Director reported that the draft Policies 7501, Pet Ownership, 7501-SA, Service Animal and 7501-ESA, Service Animal has been reviewed by corporate counsel.

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

TO request corporate counsel create a policy for Service Animals and Emotional Service Animals, at a cost not to exceed \$5,000.00.

Disclosures on Pre-Listing - Update

The Mutual Administration Director advised that the disclosures on the pre-listing inspection report are being reviewed by corporate counsel.

<u>Fee Schedule for Stock Transfer/Attorney Services – Update; possible Addition of Deposit to Ensure Return of Member ID Card</u>

The Fee Schedule for Stock Transfer/Attorney Services continued to be discussed.

Expired Leisure World ID Card - White Paper

The Committee, the Executive Director and the Security Chief discussed anti-counterfeiting measures.

Employee Vehicle Parking Permit

The Security Chief discussed options for employee vehicle parking permits.

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

The Mutual Administration Director advised that the document is pending corporate counsel's written opinion.

Registration of Caregiver Agencies: Qualifications

The Mutual Administration Director advised that several agencies have been contacted and none have yet responded. The topic will be reviewed at the next Mutual Administration Committee meeting.

NEW BUSINESS

Bereavement Packet - Document Review Sub-committee

The Chair of the Document Review Sub-committee thanked the Mutual Administration Director, fellow Sub-committee members Rapp and Snowden and recording secretary, Laura Whitlock, for their assistance on the preparation of the Bereavement Packet.

POLICIES

Amend Policy 5536.1-33, Guest Passes - Review of Impact on Security and Front Gate Traffic

The Committee and the Executive Director discussed the amendment of Policy 5536.1-33, Guest Passes.

Mr. Moore MOVED, seconded by Mr. Stone and carried unanimously -

TO refer Policy 5536.1-33, Guest Passes to the Finance Committee for amendment of the charge per extra pass to \$10.00, from \$5.00.

Amend Policy 5165-MAC

The Committee discussed amendments proposed by the Committee Charter Sub-Committee of Policy 5165 Mutual Administration Committee.

Mr. Lukoff MOVED, seconded by Mr. Hood and carried unanimously by the Committee members present –

TO amend Policy 5165 with the addition of "Composition: If the Director from Mutual 17 isn't appointed by the GRF President to this Committee, he/she can be seated as an advisory Director to the MAC Committee, if they so choose" and refer to the Committee Charter Ad Hoc Committee.

STAFF REPORTS

The Mutual Administration Director presented her report, as attached.

The Executive Director offered no further comments.

PRESIDENT'S COMMENTS

The President spoke on topics discussed at today's Committee meeting.

MEMBER COMMENTS

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

COMMITTEE MEMBER COMMENTS

Seven 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 announced.

<u>ADJOURNMENT</u>

The Chair adjourned the meeting at 3:44 p.m.

Ms. K. Rapp, Chair Mutual Administration dfb/05.10.16

RECAP OF MOTIONS AND ACTIONS TAKEN AT THE MUTUAL ADMINISTRATION COMMITTEE MEETING ON MAY 10, 2016

MOTIONS:

- TO request corporate counsel create a policy for Service Animals and Emotional Service Animals, at a cost not to exceed \$5,000.00.
- TO refer Policy 5536.1-33, Guest Passes to the Finance Committee for amendment of the charge per extra pass to \$10.00, from \$5.00.
- TO amend Policy 5165 with the addition of "Composition: If the Director from Mutual 17 isn't appointed by the GRF President to this Committee, he/she can be seated as an advisory Director to the MAC Committee, if they so choose" and refer to the Committee Charter Ad Hoc Committee.

GOLDEN RAIN FOUNDATION 2017 BUDGET ASSUMPTIONS Stock Transfer – CC33

GL CODE	LINE ITEM	EM DESCRIPTION							
6100000 (61000)	Salaries & Wages	Total FTEs for 2016 w FTEs have been trans budget for this line item but not included in the 206.							
		Calculations are based and State statute. 201	5 and estimated 2016 2015	rates are listed below.					
6140000		SS Max Salary SS Rate	\$118,500 6.20%	\$118,500 6.20%					
(61400)	Payroll Taxes	Medicare Rate	1.45%	1.45%					
(01400)		SS & Med. Rate	7.65%	7.65%					
		Ul Max Salary	\$7,000	\$7,000					
	1 1	UI State	3.3%	3.4%					
		UI Fed	1.8%	1.8%					
		UI Total	5.1%	5.2%					
		UI Max Total Premiums are calculate	\$357	\$364					
6142000 (61420)	Workers Comp Insurance	classifications of job podegree of physical active requiring more physical maintenance crew have positions requiring a lessome cost center budge cost centers. The 2016 2015 actual rates and a							
6143000- 6146000 (61430 – 61460)	EE Benefits	According to our Hinsurance is expected to Medical - 10% to 15% Dental - about 5% (but Life, LTD, Vision - about increase).							
6211000 (64810)	Continuing Education	Funds of \$600 are is seminars to be attended. The total of requested education remains the seminars.	by senior staff membe	rs. 2017 for continuing					
6212000 (66255)	Employee Exams	No funds were budgeted		ed budget.					
6410000 64100)	Typical items charged to this account are pens, staples, postage meter tape, resident card stock, hand sanitizer, envelopes, file folders, Post-It notes, etc.								
		The total of requested bu remains the same as the							
6410010 64103)	Items include all supplies associated with coffee and tea beverages such as Styrofoam cups, creamer, sugar, stir sticks, etc. These supplies are consumed by the Stock Transfer staff.								
		remains the same as the	2016 adopted hudget	ioi aucii auppiles					
6410015 64104)	Computer Supplies	remains the same as the 2016 adopted budget. For replacement peripheral devices such as monitors, mice, keyboards and cables for the staff.							

GOLDEN RAIN FOUNDATION 2017 BUDGET ASSUMPTIONS Stock Transfer – CC33

		Stock Transfer – CC33	
		The Astronomy	
		The total of requested budgeted funds for 2017 for computer	
		supplies remains the same as the 2016 adopted budget.	
6410020	Equipment	Equipment for the Stock Transfer office credit card reader.	
(64105)	Expense	The total of requested budgets of 5 and 5	
(/	LAPONSE	The total of requested budgeted funds for 2017 for equipment	
		expense remains the same as the 2016 adopted budget.	
		Items include ink and toner for all printers other than the Konica	
C440000		machines (which are included in the maintenance contract) and all	
6410030 (64111)	Printer/Copier	printer/copier paper. The budget takes into consideration the high volumes of copying by the distribution center.	
(04111)	Supplies	the distribution center.	
		The total of requested budgeted funds for 2017 for printer and	
		copier supplies remains the same as the 2016 adopted budget.	
		Covers the cost of the materials used to create guest passes,	
	Guest Pass	service passes and caregiver passes.	
6410033	Printing	g. o. pacco.	
	Timing	The total of requested budgeted funds for 2017 for guest pass	
		printing materials remains the same as the 2016 adopted budget.	
		Covers the legal costs absorbed by GRF for shareholder trusts to	
		be reviewed prior to transferring the ownership of units to the	
0404445	Legal -	shareholder's living trust. The 2017 budget is based on the 2017	
6434115	Trust Review	annualized projection of 390 @ \$68.75 each.	
		The total requested budgeted funds for 2017 for such trust reviews	
		Will be a decrease of \$9,188 over 2016 adopted budget	
		This covers the bank service fees specifically the \$38 a month	
6435100	Bank Service	charge for the Distribution credit card reader. This is a flat recurring	
(64350)	Fees	fee.	
(01000)	1 663	The total of requested by desired in a second	
		The total of requested budgeted funds for 2017 for bank service	
		fees remains the same as the 2016 adopted budget.	
		Expenditures charged to this account cover the monthly rental of the Konica BizHub223 and BizHub Pro 951 copier machines. Per	
		the contract annual lease expenses are:	
		Neopost (Incl online-rate maint & e-svcs) \$1,099	
		BizHub223 1,340	
444000	Equipment	BizHub Pro 951 (Distribution) 5,660	
64440)	Rental	Post office box rental 62	
		Post office box rental (overflow) 1,600	
		Total Rental Expense \$9,761	
		Mar. #6 5055	
		The total of requested budgeted funds for 2017 for equipment	
		rental remains the same as the 2016 adopted budget.	
470000		This line item includes minor repairs to the department truck.	
472000	Equipment		
64700)	Repair & Maint.	The total of requested budgeted funds for 2017 for repair and	
		maintenance remains the same as the 2016 adopted budget.	
		This line item covers an annual maintenance contract to service the	
		postage machine (\$4,343) and the mail machine parts (Priority	
		Mailing): inserter, tower, feeder, scales and feeders (\$3,747), Also	
478000	Service	included is the maintenance expense for two Konica copier	
64940)	Contracts	machines at \$900 per month. The Konica contract expires in 2019.	
		The total requested budgets if a constant	
		The total requested budgeted funds for 2017 for such service will remain the same as the 2016 adopted budget.	
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GOLDEN RAIN FOUNDATION 2017 BUDGET ASSUMPTIONS

Stock Transfer - CC33

		Stock Hallstel - CC33	
		Note: The postage machine is on a rental basis and may not need budgeted funds for the maintenance of this machine for 2017 budgeting purposes.	
6482000 (64830)	Dues Memberships & Books	No funds were budgeted for this cost center.	
6482500 (64995)	Election Expenses	Election expenses cover all Mutual annual elections as well as the GRF annual election. No provision was made in the 2017 budget for a special election.	
		The total of requested budgeted funds for 2017 for election expenses remains the same as the 2016 adopted budget.	
6483201	Mail-Outs - Periodic	This line item relates to the cost of inserting emergency contact sheets into the News. This occurs in July annually. The total of requested budgeted funds for 2017 for emergency	
		contact sheet distribution remains the same as the 2016 adopted	
		budget. DMV Registration for service vehicle \$100	
6484000 (64840)	Permits & Licenses	The total requested budgeted funds for 2017 will remain the same as the 2016 adopted budget.	
		This line item covers all postage used for mailings for all company	
6484500 (64860)	Postage	use.	
		The total of requested budgeted funds for 2017 for postage remains the same as the 2016 adopted budget.	
Membership Certificate Processing Fees - Escrow (formerly called Membership Transfer Fees)		The maximum allowable fee is \$425. GRF currently charges \$350 for each new membership processed through escrow. It is assumed that the number of sales in 2017 will be similar to those in 2016.	V
5360000 (53600)	Membership Certificate Processing Fees - Non-Escrow (formerly called Stock Transfer Fees)	A fee of \$150 is charged to shareholders each time the ownership information on a stock certificate is modified in a non-escrow situation per Policy 5061. The 2017 budget is based on the annualized 2016 actual fees collected and is scheduled to be the same as the 2016 budgeted amount.	
5380330	Guest Pass Income	Fees are collected from shareholders for additional guest passes @ \$5 each per Policy 5536.1 and for replacement GRF ID cards @ \$10 each per card per Policy 1201.	
5380331	Copy Service Income	Fees are collected from shareholders for copy services provided in the Distribution Center.	
5380332	Trust Processing Fees	The 2017 budget assumes 75% of anticipated trust reviews (390) totaling 290 review fees @ \$125 each. Trend shows collection of 75% of total trust reviews charged by the attorney. Fees are not collected for powers of attorney, court orders or second or more reviews of the original trust.	
5380333	Member ID Cards	In order to more clearly track membership ID card income separate from guest pass income, this will be a new line item in 2017. Assuming a monthly average of \$135 income, the 2017 budget will be scheduled for \$1,620 annual income.	

GOLDEN RAIN FOUNDATION 2017 BUDGET ASSUMPTIONS

Stock Transfer - CC33

5385000	Other Income	Other income includes co-occupant setup fees at \$50 each per	
(53850)	1 - SAME CARREST CONTRACTOR AND CONTRACTOR	Policy 5061. It is anticipated that an average of four (4) co- occupant setup fees will be collected each month in 2016.	

Golden Rain Foundation 2017 Proposed Operating Budget - Cost Center 33 - Stock Transfer (Draft) Data as of May 31, 2016

Data as of May 31, 2010												
	(D)	(D)	(E)	(D) - (E)		(F)	(G)	(D) - (G)	(H)	(D) - (H)	(1)	(D) - (I)
(A)	(B)	2017	2016	(-) (-)	%	2016	2016		2016		2015	\/i
		Total	Budget	Variance	Change	YTD Actual	Projected	Variance	Annualized	Variance	Actual	Variance
GL Account	GL Name	Total	Duager	· carrette								
	Expenses - Stock Transfer											(044 576)
		0	264,497	(264,497)	-100.0%	110,412	265,462	(265,462)	264,988	(264,988)	614,576	(614,576)
6100000 33	Salaries & Wages - Stock Transfer	0	21,824	(21,824)	-100.0%	9,684	21,684	(21,684)	23,241	(23,241)	51,902	(51,902)
6140000 33	B Employment Taxes - Stock Transfer	0	7,110	(7,110)	-100.0%	2,458	5,753	(5,753)	5,899	(5,899)	21,058	(21,058)
6142000 33	Workers' Compensation - Stock Transfer	0	17,208	(17,208)	-100.0%	7,133	17,171	(17,171)	17,120	(17,120)	44,498	(44,498)
6143000 33	Group Insurance - Medical - Stock Transfer	0	624	(624)	-100.0%	244	608	(608)	585	(585)	1,351	(1,351)
6143300 33	Group Insurance - Dental - Stock Transfer	0	408	(408)	-100.0%	165	403	(403)	396	(396)	860	(860)
6143500 33	Group Insurance - Vision - Stock Transfer	0	5,329	(5,329)	-100.0%	2,243	5,367	(5,367)		(5,384)	16,217	(16,217)
6144000 33	3 401(k) Match - Stock Transfer	0	1,260	(1,260)	-100.0%	453	1,188	(1,188)	1,087	(1,087)	1,983	(1,983)
6145000 33	3 Group Insurance - Life - Stock Transfer	0	1,464	(1,464)	-100.0%	428	1,282	(1,282)	1,026	(1,026)	2,074	(2,074) (754,519)
6146000 33	3 Long Term Disability Insurance - Stock Transfer	0	319,724	(319,724)	-100.0%	133,220	318,918	(318,918)	319,726	(319,726)	754,519	(754,519)
	Total Wages & Benefits		0.10,1.							000	0.4.4	(244)
	Charle Transfer	600	600	0	0.0%	0	0	600	0	600	844 259	(244) (259)
6211000 3	3 Continuing Education - Stock Transfer	0	0	0	0.0%	0	0	0	0	0	259	(239)
6212000 3	3 Employee Exams - Stock Transfer	0	0	0	0.0%	0	0	0	0	0	86	(86)
6214000 3	3 Meals & Special Events - Stock Transfer	0	0	0	0.0%		0	0	0	0	11,903	(8,878)
6215000 3	3 Mileage - Stock Transfer	3,025	3,025	0	0.0%	2,196	3,971	(946)		(2,244)	37	(37)
6410000 3	3 Office Supplies - Stock Transfer	0	0	0	0.0%	, 0		0	0	0	139	361
6410005 3	3 Building Supplies - Stock Transfer	500	500	0	0.0%			130	289	211	403	632
6410010 3	33 Hospitality - Stock Transfer	1,035	1,035	0	0.0%			554	590	445 0	500	(500)
6410015 3	33 Computer Supplies - Stock Transfer	0	100	(100)	-100.0%			(50)			10,173	(173)
6410020 3	33 Equipment Expense - Stock Transfer	10,000	10,000	0	0.0%			1,065	6,564	3,436	11,109	3,891
6410030 3	Printer / Copier Supplies - Stock Transfer	15,000	15,000	0	0.0%		The second of th	2,000	0 00 505	15,000 0	34,681	(8,116)
6410033 3	33 Guest Pass Printing - Stock Transfer	26,565	36,000	(9,435)	-26.2%			(5,504)		21	291	165
6434115 3	33 Legal Fees - Trust Review - Stock Transfer	456	456	0	0.0%			9	435	2,674	9,782	
6435100 3	Bank Service Fees - Stock Transfer	9,761	9,761	0	0.0%			24	7,087	612	1,676	
6444000 3	Equipment Rental - Stock Transfer Grant Equipment Repair & Maintenance - Stock Transfer		1,000	0	0.0%					4,692	11,002	
6472000 3	23 Equipment Repair & Maintenance Stock Transfer	18,890	18,890	0	0.0%	5,916	16,056	2,834	14,198	4,092	11,002	7,000
6478000 3	33 Service Contracts - Stock Transfer											

Golden Rain Foundation 2017 Proposed Operating Budget - Cost Center 33 - Stock Transfer (Draft) Data as of May 31, 2016

Data as of way 51, 2010												
(A)	(B)	(D)	(E)	(D) - (E)		(F)	(G)	(D) - (G)	(H)	(D) - (H)	(1)	(D) - (I)
(A)	(6)	2017	2016		%	2016	2016		2016		2015	Marianaa
	Ol Nama	Total	Budget	Variance	Change	YTD Actual	Projected	Variance	Annualized	Variance	Actual	Variance
GL Account	GL Name									•	420	(139)
0.4000000.00	Dues, Memberships & Books - Stock Transfer	0	0	0	0.0%	0	0	0	0	0	139	,
6482000 33	Election Expense - Stock Transfer	59,537	59,537	0	0.0%	15,109	60,377	(840)	36,263	23,274	69,331	(9,794)
6482500 33	Permits & Licenses - Stock Transfer	100	100	0	0.0%	99	99	1	238	(138)	99	50
6484000 33	Mail Outs Periodic	250	250	0	0.0%	0	250	0	0	250	200	4,000
6483201 33	Mail-Outs - Periodic	36,000	36,000	0	0.0%	11,993	33,993	2,007	28,784	7,216	32,000	(11,935)
6484500 33	Postage - Stock Transfer Total Operating Expenses	182,719	192,254	(9,535)	-5.0%	52,779	180,497	2,222	126,670	56,049	194,654	
	Total Cost Center Expenses	182,719	511,978	(329, 259)	-64.3%	185,999	499,415	(316,696)	446,396	(263,677)	949,173	(766,454)
	Total Cost Center Expenses	,										
	Other Cost Recovery											
	Other cost recovery							(4.000)	101010	(0.640)	169,750	(11,750)
50.45000.22	Certificate Preparation Fee - Escrow - Stock Tr	158,000	158,000	0	0.0%		162,600	(4,600)	164,640	(6,640)	30,300	450
5345000 33	Certificate Preparation Fee - Non-Escrow - Sto	30,750	30,750	0	0.0%		30,150	600	33,480	(2,730)		(3,506)
5360000 33	Guest Pass Income - Stock Transfer	20,600	20,600	0	0.0%		24,992	(4,392)	42,701	(22,101)	24,106	(7,171)
5380330 33	Copy Fee Income - Stock Transfer	3,600	3,600	0	0.0%		4,778	(1,178)	6,427	(2,827)	10,771	31,250
5380331 33	Trust Processing Fee - Stock Transfer	36,250	60,000	(23,750)	-39.6%		50,281	(14,031)	36,600	(350)	5,000 0	1,620
5380332 33	Member ID Card Fee - Stock Transfer	1,620	0	1,620	100.0%		0	1,620	0	1,620	4,100	(1,700)
5380333 33	Other Income - Stock Transfer	2,400	2,400	0	0.0%		2,750	(350)	3,240	(840)	10.50 September 11	9,193
5385000 33	Total Other Cost Recovery	253,220	275,350	(22,130)	-8.0%	119,620	275,551	(22,331)	287,088	(33,868)	244,027	9,195
	Total other oost needs.						1.174.11-11	(0.07 (0.0)	000 000	(207 420)	724,646	(795,147)
E220000 22	Income from / (Refund to) from Mutuals	(70,501)	236,628	(307,129)	-129.8%	98,595	236,628	(307,129)	236,628	(307,129)	124,040	(195,141)
5330000 33	illeome nom / (Kerana to) nom massass									(0.40.007)	060 672	(785,954)
	Total Cost Recovery	182,719	511,978	(329, 259)		218,215	512,179	(329,460)	523,716	(340,997)	968,673	(100,904)
	Total Cost Recovery									(77 000)	40 E00	(19,500)
	Net Income / (Expense)	0	0	0		32,216	12,764	(12,764)	77,320	(77,320)	19,500	(19,500)
	Het moome / (Expense)											
	PAPM	(0.89)	2.98	(3.87)								
		6.00	6.00									
	FTE											

GOLDEN RAIN FOUNDATION 2017 BUDGET ASSUMPTIONS Mutual Administration

GL CODE	LINE ITEM		EXHIBITS						
6100000 (61000)	Salaries & Wages	Total FTEs for 2016 will cost center 33 to form to .75 FTE is for the new position approved by the this new position will be increases include merit budgeted in 2015 plus 2016.							
		Calculations are based and State statute. 201							
		SS Max Salary SS Rate	2015 \$118,500 6.20%	2016 \$118,500 6.20%					
6140000 (61400)	Payroll Taxes	Medicare Rate SS & Med. Rate	1.45% 7.65%	1.45% 7.65%					
		UI Max Salary UI State UI Fed	\$7,000 3.3% 1.8%	\$7,000 3.4% 1.8%					
		UI Total UI Max Total	5.1% \$357	5.2% \$364					
61420000 (61420)	Workers Comp Insurance	classifications of job podegree of physical active requiring more physical maintenance crew have positions requiring a lessome cost center budg cost centers. The 2016 2015 actual rates and a	Premiums are calculated using rates assigned to four different classifications of job positions. These rates are based on the degree of physical activities involved with each position. Positions requiring more physical activities, such as inspectors and service maintenance crew have a higher rate compared to office staff positions requiring a lesser degree of physical activity. As such, some cost center budgets will show an increase higher than other cost centers. The 2016 budget assumes an 11% increase over 2015 actual rates and a 0% increase over 2015 budget.						
6143000-6146000 (61430 – 61460)	EE Benefits	According to our Health is expected to increase Medical - 10% to 15% Dental - about 5% (but Life, LTD, Vision - about increase).	in 2016. (budget will encompasidget will encompass aut 5% (budget will enco	ss a 15% increase) 5% increase) mpass a 5%					
6211000 (64810)	Continuing Education	Funds of \$1,200 are seminars to be attend certification and renew:	led by senior staff me als.	mbers, including CAI					
6212000 (66255)	Employee Exams	This line item includes job injury.							
6214000 (64821)	Meals and Special Events	based director training The total requested but	This line item will cover refreshments served during educational-based director training seminars and the realtors' conference. The total requested budgeted funds for 2017 for meals and special events, is an increase of \$200 over the 2016 adopted due to an increase in educational seminars.						
6215000 (64820)	Mileage	This line item will cove to offsite workshops ar		irred when commuting					

7/7/2016 10:19 AM

GOLDEN RAIN FOUNDATION 2017 BUDGET ASSUMPTIONS

Mutual Administration

6410000 (64100)	Office Supplies	Typical items charged to this account are pens, staples, postage meter tape, resident card stock, hand sanitizer, envelopes, file folders, Post-It notes, etc.	
6410015 (64104)	Computer Supplies	For replacement peripheral devices such as monitors, mice, keyboards and cables for the staff.	
6434120	Legal – Fair Housing	Covers the legal expenses relating to compliance to fair housing, DEFH and HUD law. 6/27/2016 – Per Randy, reduce to \$25,000.	
6438000 (64380)	Other Professional Fees	Funds are budgeted to cover educational-based Mutual board training.	
6482000 (64995)	Dues Memberships & Books	This line item will cover the CAI Membership dues and the renewal of professional periodicals and materials.	
6951000	Committee Non-Budgeted Expenses	Funds in the amount of \$1,000 per committee has been budgeted for 2016 per Policy 5516 adopted by the GRF board at its meeting on April 22, 2014. These funds are set aside for unbudgeted expenditures authorized at the committee level.	

Golden Rain Foundation 2016 Proposed Operating Budget - Mutual Administration (Draft) Data as of May 31, 2016

Data as of May 51, 2010												
	(D)	(D)	(E)	(D) - (E)		(F)	(G)	(D) - (G)	(H)	(D) - (H)	(1)	(D) - (I)
(A)	(B)	2017	2016		%	2016	2016 Projected	Variance	2016 Annualized	Variance	2015 Actual	Variance
GL Account	GL Name	Total	Budget	Variance	Change	YTD Actual	Flojected	Variation				
	Expenses - Mutual Administration											
6140000 MAC 6142000 MAC 6143000 MAC 6143300 MAC 6143500 MAC	Salaries & Wages - Mutual Admin Employment Taxes - Mutual Admin Workers' Compensation - Mutual Admin Group Insurance - Medical - Mutual Admin Group Insurance - Dental - Mutual Admin Group Insurance - Vision - Mutual Admin 401(k) Match - Mutual Admin Group Insurance - Life - Mutual Admin	0 0 0 0 0 0	382,838 30,595 23,333 40,308 936 576 11,915 1,704	(382,838) (30,595) (23,333) (40,308) (936) (576) (11,915) (1,704) (1,980)	-100.0% -100.0% -100.0% -100.0% -100.0% -100.0% -100.0% -100.0%	12,757 8,068 11,209 278 159 4,099 612	374,303 29,766 18,876 34,722 824 495 11,083 1,606 1,755	(374,303) (29,766) (18,876) (34,722) (824) (495) (11,083) (1,606) (1,755)	1,469	(359,711) (30,616) (19,362) (26,902) (668) (383) (9,838) (1,469) (1,440)	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0
6146000 MAG	C Long Term Disability Insurance - Mutual Admin Total Wages & Benefits	0 0	1,980 494,185	(494,185)	-100.0%		473,430	(473,430)		(450,389)	0	1 200
6212000 MAI 6214000 MAI 6215000 MAI 6410000 MAI 6410015 MAI 6410030 MAI 6434120 MAI 6438000 MAI	C Continuing Education - Mutual Admin C Employee Exams - Mutual Admin C Meals & Special Events - Mutual Admin C Mileage - Mutual Admin C Office Supplies - Mutual Admin C Computer Supplies - Mutual Admin C Printer / Copier Supplies - Mutual Admin C Legal/Fair Housing C Other Professional fees C Dues, Memberships & Books - Mutual Admin C Non Bud Exp for Comm Total Operating Expenses Total Cost Center Expenses	1,200 0 1,800 75 3,025 1,200 500 25,000 8,000 800 1,000 42,600	1,200 0 1,800 150 3,025 1,235 0 50,000 10,000 800 1,000 69,210 563,395	(25,000) (2,000) 0 0 (27,110)	0.0% -2.8% 0.0% -50.0% -20.0% 0.0% 0.0% -39.2%	0 225 0 732 0 298 6 0 6 142 6 0	0 1,425 60 2,507 235 298 29,165 8,000 342 585 43,189	0 458 415 (589)	0 341 0 4,725	(173) 0 1,260 75 1,269 1,200 (215) 25,000 8,000 459 1,000 37,875 (412,514)	0 0 0 0 0 0 0 0 0	800 1,000 42,100

533	0000 MAC	Income from / (Refund to) from Mutuals Total Cost Recovery			(521,295) (521,295)	234,750 234,750	563,400 563,400	(520,800) (520,800)		(520,800) (520,800)	0	42,600 42,600
		Net Income / (Expense)	0	0	0	45,119	46,781	(46,781)	108,286	(108,286)	0	500
		PAPM FTE	0.54 7.00	7.10 6.75	(6.57) 0.25							

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)

Page 1 of 4

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, 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.

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.

(Feb 10)

Page 2 of 4

BOARD INTERNAL OPERATIONS

Gate Passes

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)

Page 3 of 4

BOARD INTERNAL OPERATIONS

Gate Passes

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: To FC in July 2016 GOLDEN RAIN FOUNDATION Seal Beach, California

(Feb 10)



MEMO

TO:

MUTUAL ADMINISTRATION COMMITTEE

FROM:

JODI HOPKINS, MUTUAL ADMINISTRATION DIRECTOR AND

COURTNEY KNAPP, STOCK TRANSFER SUPERVISOR

SUBJECT:

AMEND POLICY 5061-31, FEES

DATE:

JUNE 23, 2016

When a current or prospective owner in Mutual Seventeen refinances or obtains a mortgage, the lender will often require information about the association. The most common request is the completion of a homeowners association (HOA) questionnaire. Each HOA questionnaire is unique. While simple forms may take thirty (30) minutes to complete and complex forms may take ten (10) days to complete, on average it takes three (3) hours to complete an HOA questionnaire, often with the assistance of several Foundation departments, the Mutual Seventeen Board of Directors, and corporate counsel.

Due to the costs of staff time in the preparation and duplication of requested materials, it is recommended that a fee schedule be established for the completion and distribution of Mutual Seventeen documents for lenders. The establishment of this fee schedule may be reflected in an amendment of Policy 5061, Fees.

The two most common items requested by a lender or escrow company is an HOA questionnaire and Insurance Certificate. It is suggested that only items being requested be provided. The escrow company is responsible for obtaining and providing the necessary documents to buyers in escrow, many of which are kept on file by the escrow company.

The fee would be payable to *Golden Rain Foundation* and paid at the time of request. The suggested fee schedule for Mutual Seventeen documentation via lenders or escrow is:

TYPE OF DOCUMENT	FEE SCHEDULE
HOA Questionnaire	\$100
Twelve (12) months of Board meeting minutes	\$ 50
Adopted Budget	\$ 10
Audited Financial Statement	\$ 10
CC&Rs	\$ 10
Articles of Incorporation and Bylaws	\$ 10
Insurance Certificate (provided by insurance broker)	\$ 10

I move to recommend to the Mutual Administration Committee that the tentative amendment of Policy 5061, Fees, to include a fee schedule relating to the production of Mutual Seventeen documents for lenders or escrow companies, be forwarded to the Finance Committee for consideration.

FINANCE

Fees

1. 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 will be is calculated as eighteen (18) times the monthly GRF assessment and rounded up to the nearest dollar. April 1 of each year and will be based on the following data as of December 31 of the preceding year: net trust equity divided by the sum of the members defined as Resident Status Codes 01 and 08 by the Finance Department. If the new fee varies by more than 5% of the current fee, it will be presented to the Finance Committee in May for recommendation to the Board. If applicable, tThe new membership fee will be is implemented in July on January 1 of each year.
- 1.4 Existing GRF Mmember(s) may transfer from one mutual to another without having to pay another 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. the Golden Rain Foundation-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

FINANCE

<u>Fees</u>

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.

- 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.
 One Promissory Note is required per unit.
- 3. Membership Certificate and Processing Fee
 - 3.1 The 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 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).

3.4. Transfer Fee - In Escrow

- 4.1 The seller of a Mutual share of stock shall pay a transfer fee of \$350 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).
- 4.5. Non Owner, Co-Occupant Processing Fee
 - 3 5.1 Non -Owner, Co-OccupuntOccupant fee of \$50 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

FINANCE

Fees

Management agreement, GRF operates as the management company for the Mutuals and processes the transfer of stock certificates. GRF, as part of its duties, will apply applicable Mutual Feesfees for each Mutual in accoradance accordance with 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 <u>Lessee Annual Fee – Mutual 17 Only</u>

FINANCE

Fees

- 8.1 The GRF rentlessee fee represents is a required use fee for access to the community facilities, and amenities, and participation in GRF activities. The renter's lessee fee is calculated at twenty 20% of the GRF annual assessment rounded up to the nearest dollar for each occupant.
- 8.2 The Rrequired annual renters- lessee fee payment are-is due and payable in full on the date of the lease agreement-and on the annual anniversary date throughout the term of the rent/lease agreement. If renter does not pay in full any expense due to GRF by its due date, the payment will be deemed delinquent if not received by the 15th of the month. All payments must be sent to the following address:

Golden Rain Foundation

P.O. Box 2069

Seal Beach, CA 90740

- 8.3 If the Foundation does not receive the renters fee payment due by the date required of 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 renter-lessee becomes more than ninety (90) days delinquent or has an unpaid balance of one hundred dollars (\$100) or greater, the lessee reneterwill 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 renter's 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 renter 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.

FINANCE

Fees

9. All Fees are subject to periodic review and subject to change.

Policy
Adopted: 21 Apr 70

GOLDEN RAIN FOUNDATION
SEAL BEACH, CA

Amended: 31 Aug 73 Amended: 20 Nov 73 Amended: 19 Aug 75 Amended: 31 Aug 77 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)