



Mutual Administration Committee

Agenda

Administration Conference Room
Tuesday, November 10, 2015
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
 - b. Rules of Order
 - c. Chair's Report
4. Approval of Minutes
 - a. Minutes of October 13, 2015 (pp.1-7)
5. Shareholder/Member Comments – Agenda Items Only
(Limited to 3 minutes per person)
6. Correspondence
(None received)
7. Sub-committee Report (Document Sub-committee)
8. Old Business
 - a. Pet policy-Update: City Rules and Regulations
 - b. Disclosures on Pre-Listing Review - Update
 - c. New Resident Information Policy 1110-33 to Policy and Procedures Sub-committee-Update (pp. 8-9)
 - d. Social Services-Scope of Services Provided
 - e. Physicians Certification-Disclaimer Notice for the Physician
 - f. Draft Review of Powers of Attorney and Inheritors Assistance Guide-Update
 - g. Fee Schedule for Stock Transfer Services/Attorney Services-Update
 - h. Bylaw Project-Update

9. New Business

- a. Fire/Safety Inspections – “Collector” Protocol

10. Policies

- a. Adopt/Revise (not applicable)
- b. Rescind (not applicable)

11. Staff Reports

- c. Mutual Administration Director Carol Weller
- d. Executive Director Randy Ankeny

12. President's Comments

13. Shareholder/Member Comments

(Limited to 3 minutes per person)

14. Committee Member Comments

Next Meeting/Adjournment

- a. Tuesday, December 8, 2015 - Next Committee meeting
- b. Tuesday, November 17, 2015 - Minutes distributed and posted on the Portal
- c. Wednesday, November 25, 2015 – Agenda items due to Recording Secretary
- d. Tuesday, December 1, 2015 – Agenda packets distributed and posted on the website



MUTUAL ADMINISTRATION COMMITTEE MINUTES

Administration Conference Room

Tuesday October 13, 2015

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, October 13, 2015, in the Administration Conference Room. Ms. Rapp led the Committee in the Pledge of Allegiance.

ROLL CALL

Present:	Ms. K. Rapp, Chair	Mr. P. Moore
	Mr. P. Hood (left 2:01 p.m.)	Mr. R. Stone
	Mr. B. Lukoff	Ms. R. Winkler, Ex-Officio
Staff and Guests:	Mr. R. Ankeny, Executive Director	
	Ms. C. Weller, Mutual Administration Director	
	Ms. J. Hopkins, Mutual Administration Assistant Manager	
	Ms. C. Miller, Controller	
	Ms. C. Knapp, Stock Transfer Supervisor	
	Ms. P. Snowden, GRF Representative, Mutual Two	
	Ms. L. Stone, GRF Representative, Mutual Three	
	Mrs. J. Reed, GRF Representative, Mutual Four	
	Ms. M. Greer, GRF Representative, Mutual Eleven	
	Mrs. C. Damoci, GRF Representative, Mutual Twelve	
	Mr. P. Friedman, GRF Representative, Mutual Fifteen	
	Mrs. D. Bennett, Recording Secretary	
	Seven Shareholder/Members	

CHAIR'S ANNOUNCEMENTS

The Chair welcomed the Committee Members, guests and staff, including the GRF President, the Executive Director, The Mutual Administration Director, the Assistant Mutual Administration Director and the Recording Secretary and she requested that members exhibit an appropriate amount of decorum.

The Chair called for nominations for Vice Chair of the Mutual Administration Committee to fill the vacancy left by the passing of Mr. Blake. Mr. Moore nominated Mr. Lukoff who accepted the nomination. Mr. Lukoff was unanimously acclaimed Vice Chair by the Mutual Administration

Committee members.

MINUTES

The regular meeting minutes of September 8, 2015 were approved, as presented, by consensus of the Committee.

SHAREHOLDER/MEMBER COMMENTS

No shareholder/members commented on items on the agenda.

CORRESPONDENCE

The Committee received one piece of correspondence regarding the pet policy from Elizabeth Winslow; it was resolved that a reply will be sent to the author acknowledging receipt of the correspondence and thanking her for including a possible solution to the concern she addressed. The Chair commented that this was the most comprehensive correspondence received on this topic, to date.

SUB-COMMITTEE REPORT

The Chair of the Document Review Sub-committee reported on the sub-committee's progress and announced that the next meeting will be on October 29, 2015, in the Administration Conference Room, at 1:00 p.m.

OLD BUSINESS

Legal Review of Stock Transfer Documents – Pet Policy, Liability Insurance, Physician's Certification

The Pet Policy and the Physician's Certification were returned to the Mutual Administration Director from corporate counsel. She reviewed corporate counsel's response to the Committee's inquiries.

The Pet Policy issue is extremely complex; each Mutual Board should seek guidance from their individual legal counsels for review and action in order to be in compliance with all aspects of Emotional Support Animals.

Corporate counsel advised that Mutuals can make "reasonably good health" a requirement of membership in the community. Regarding a physician's certification, it was pointed out that although a prescription pad declaration versus a doctor's letter on letterhead stationary would be held to be equivalent in a court of law, requiring a formal letter on letterhead may deter a physician from making a less than accurate representation of the state of the patient's health.

Disclosures on Pre-Listing

The Mutual Administration Director reported that she anticipates a revised draft of the Pre-Listing form formatted to afford greater legibility and storage/filing. The draft document will then be

presented to the Physical Properties Committee for review next month.

Policy 1110-33, New Resident Information

At the previous Mutual Administration Committee meeting, a motion was carried to send Policy 1110-33, New Resident Information, to the Policy & Procedures Sub-committee for review. The Sub-committee has not yet met to review the policy.

Member Resource & Assistance Liaison – Scope of Services Provided

The Mutual Administration Director reported that the Member Resource & Assistance Liaison is continuing to refine the scope of services provided. She is quantifying the amount of work undertaken; it is estimated that her workload may have tripled.

HUD Fair Housing and ADA Workshop for Mutual Boards

The Executive Director stated that the additional training on Fair Housing (DEF), for the benefit of all GRF and Mutual Board members, is scheduled for Monday, December 7, 2015, from 9:00 a.m. to 4:00 p.m., in Clubhouse Two.

Proposal to President's Council for a Funding Coalition for Legal Council on HUD Fair Housing and ADA

This topic will be addressed at the January 2016 President's Council meeting, which will take place after the HUD Fair Housing & ADA Workshop on December 7, 2015.

NEW BUSINESS

Review of Draft Powers of Attorney Trustees and Inheritors' Assistance Guide

The Mutual Administration Director advised that the document is ready to proceed to a final draft format and will be provided to the Committee at that time.

Fee Schedule for Stock Transfer/Attorney Services

The Committee discussed a possible Stock Transfer Department fee schedule encompassing attorney review and staff time for the preparation of the transfer or escrow packets.

Policy 7586.G – Personal Property and Liability Insurance-Discussion

The Mutual Administration Director clarified that the draft of the above captioned policy has been reviewed and vetted through a Mutual Attorney, not Golden Rain Foundation corporate counsel.

STAFF REPORTS

The Mutual Administration Director presented her report, as attached.

The Executive Director had no new information to add, at this time.

PRESIDENT'S COMMENTS

The President did not offer any comments.

MEMBER COMMENTS

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

COMMITTEE MEMBER COMMENTS

Four 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, November 10, 2015, at 1:00 p.m., in the Administration Conference Room.

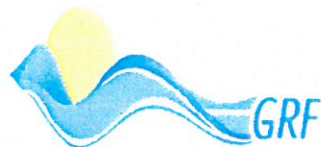
ADJOURNMENT

The Chair adjourned the meeting at 3:13 p.m.

Ms. K. Rapp, Chair
Mutual Administration Sub-Committee
dfb/10.13.15

ACTIONS:

- Mr. Lukoff accepted the nomination for Vice President of the Mutual Administration Committee and was unanimously acclaimed by the Committee members.
- **TO** send an acknowledgement of correspondence to Elizabeth Winslow.



Mutual Administration Director's Report Inclusive Through September, 2015

President's Council – October 1, 2015

Mutual Administration Committee – October 13, 2015

R e c a p		
Mutuals 1 Through 17		
• Escrows Closed	363	↑ 13.2% over 2014 @ 318 sales
• Escrow Sales Prices	\$72,411,849.00	↑ 15.8% over 2014 \$61,765,438.00
• Aging receivables Collected	\$195,199.86	↑ 43% over 2014 @ (\$126,406.00)
• Rules Compliance Letters	1638	↑ 53% over 2014 @ (951 letters)
• Membership fees Collected	\$850,179.00	
• Registered Caregivers	267	
• Distribution Copy Ctr. Collections	\$2,590.00	
• ID Cards & Passes sold	\$19,497.00	
• Pets Registered	Dogs 600	Cats 307 other/18 Total Pets: 925
• Total Open Social Services Cases	95	
• Trust Reviews sent to attorney	265	
• Total Legal Cases 2015	14	
• Total Insurance Claims 2015	1	

Mutual Administration Committee	
• Mutual Attorney's Opinions re: Liability Insurance	Complete-Heading to Mutual Boards
• Review and Update of Welcome to Leisure World Book	In progress Mutual Admin Sub Com.
• Prepare for Review POA/Trustees & Inheritance Guide	In Progress Mutual Admin Sub Com.
• Review of Pet Policy & ESA Federal Requirements	Complete-Heading to Mutuals & MAC
• Review of Eligibility Dr. Note	Complete-Heading to Mutuals & MAC
• 2016 Budget for Mutual Admin & Stock Transfer	Complete/Approved

Aging Receivables								
Mutuals →	1	2	3	4	5	6	7	8
	\$18,053.54	\$32,716.90	\$8,371.00	\$14,226.00	\$11,331.00	\$3,887.42	\$21,898.00	\$2,906.00
Mutuals →	9	10	11	12	14	15	16	17
	\$11,786.00	-0-	\$6,370.00	\$8,501.00	\$1,242.00	\$51,391.00	-0-	\$2,520.00
								Total \$195,199.86

Escrow Recap

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MUTUALS →	1	2	3	4	5	6	7	8	9	10	11	12	14	15	16	17	Total
Escrows Closed Through Sept. 2015	35	49	18	23	28	25	18	22	29	8	11	18	21	45	2	11	363

Unit Sales Price Recap

Total Money and Sales through September 2015	\$71,411,849.00	Total Sales	363
Total Money and Sales through September 2014	\$61,765,438.00	Total Sales	318
Total Money and Sales through September 2013	\$71,584,426.00	Total Sales	502
Total Money and Sales through September 2012	\$41,612,849.00	Total Sales	356

Actions Recap

Rules Letters		Trust Reviews		Total Pets		Registered Caregivers		Resource Liaison	
Mutual 1	257	Mutual 1	22	Mutual 1	110	Mutual 1	37	Mutual 1	16
Mutual 2	374	Mutual 2	28	Mutual 2	104	Mutual 2	21	Mutual 2	14
Mutual 3	34	Mutual 3	13	Mutual 3	67	Mutual 3	29	Mutual 3	9
Mutual 4	56	Mutual 4	25	Mutual 4	61	Mutual 4	20	Mutual 4	6
Mutual 5	116	Mutual 5	18	Mutual 5	60	Mutual 5	23	Mutual 5	10
Mutual 6	111	Mutual 6	20	Mutual 6	63	Mutual 6	13	Mutual 6	3
Mutual 7	24	Mutual 7	11	Mutual 7	49	Mutual 7	18	Mutual 7	8
Mutual 8	168	Mutual 8	20	Mutual 8	43	Mutual 8	10	Mutual 8	4
Mutual 9	102	Mutual 9	17	Mutual 9	76	Mutual 9	18	Mutual 9	3
Mutual 10	106	Mutual 10	6	Mutual 10	51	Mutual 10	21	Mutual 10	4
Mutual 11	16	Mutual 11	5	Mutual 11	42	Mutual 11	9	Mutual 11	3
Mutual 12	44	Mutual 12	17	Mutual 12	48	Mutual 12	29	Mutual 12	2
Mutual 14	29	Mutual 14	20	Mutual 14	54	Mutual 14	23	Mutual 14	4
Mutual 15	80	Mutual 15	31	Mutual 15	76	Mutual 15	22	Mutual 15	7
Mutual 16	14	Mutual 16	-0-	Mutual 16	5	Mutual 16	2	Mutual 16	1
Mutual 17	63	Mutual 17	12	Mutual 17	16	Mutual 17	3	Mutual 17	1
	1594		265		925		298		95

Report as presented by:
Carol Weller, Mutual Administration Director
Prepared on October 1, 2015

New Resident Information

The Welcome to Our Community Packet will be reviewed by the Mutual Administration Committee in January of every year.

COMMUNITY OPERATIONS

RESIDENT COMMUNICATION

New Resident Information

The procedure to be used to provide each new member of the Golden Rain Foundation with a "Welcome Kit" consists of two envelopes: one containing "official" information and the other containing "unofficial" information, as follows:

1. The official envelope is marked "Welcome to Leisure World. This envelope contains important documents for your assistance in various details connected with your becoming a resident in the community."

The contents will include:

- Bus schedules
- Service and Facilities Directory
- Golden Age Foundation Brochure
- History of Seal Beach Leisure World Pamphlet
- Voter Registration Information
- Map of Leisure World
- GTE Lineskeeper Option Service Information
- Leisure World Recycle S.O.R.T. Program Information
- Orientation Meeting Schedule
- Tax Assessment Information
- Physical Property Information
- Resales Information
- Religious Directory
- List of Approved Organizations
- Other Board Approved Information

2. The unofficial envelope is marked "This envelope contains information from various business concerns who wish to acquaint you with their goods and services and which you may wish to investigate."

Inasmuch as the businesses represented in this envelope are neither endorsed nor recommended by the Foundation as to their reliability, inclusion of material will be at the discretion of the Manager of Administrative Services, after reasonable assurance that the merchant or firm has a reputation for integrity in their business.

Procedure

Approved: 19 Oct 74
Amended: 11 Mar 85
Amended: 01 Jan 86
Amended: 09 Aug 00

(Aug 00)

**Executive Director
Golden Rain Foundation**