



## **MUTUAL ADMINISTRATION COMMITTEE MINUTES**

July 14, 2015

The regular meeting of the Mutual Administration Committee was called to order by Chair Rapp at 1:00 p.m. on Tuesday, July 14, 2015 in the Administration Conference Room, followed by the Pledge of Allegiance.

### **ROLL CALL**

Present:	Ms. K. Rapp, Chair	Mr. P. Moore
	Mr. L. Blake	Mr. R. Stone
	Mr. P. Hood	Mrs. M. Wood
	Mr. B. Lukoff	
Staff and	Mr. R. Ankeny, Executive Director	
Guests:	Mrs. C. Weller, Mutual Administration Director	
	Ms. J. Hopkins, Mutual Administration Assistant Manager	
	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. T. Fulton, Recording Secretary	
	Sixteen Foundation Members	

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

There being no corrections or additions, the meeting minutes of the Mutual Administration Sub-Committee of May 29, 2015 were approved as submitted by Chair Rapp.

### **CHAIR'S ANNOUNCEMENTS**

Chair Rapp welcomed the Committee Members, guests and staff to today's meeting and requested that members follow decorum.

### **UNFINISHED BUSINESS**

#### **Welcome Book**

Chair Rapp explained that the Mutual Administration Sub-Committee reviewed page by page the current Stock Transfer Welcome Book that is used in the Welcome Kit. The draft of the revised Welcome Book was given to the Committee members to review and for their comments. The Stock Transfer Welcome Book draft will be sent to the ADR Committee for review at their meeting on July 20, 2015.

## **NEW BUSINESS**

### **Election of Vice Chair**

Chair Rapp called for nominations for Vice Chair of the committee for the 2015-2016 term. Mr. Lukoff nominated Mr. Blake. There being no further nominations, Mr. Blake was elected as Vice Chair for the 2015-2016 term by acclamation.

### **2016 Budget for Cost Center 33 - Preliminary**

The Mutual Administration Director presented the preliminary budget for Cost Center 33. She stated that it had been a collaborated effort by the staff. The staff and Committee members discussed CAI training for staff, event expenses for Directors and realtors training seminars, caregiver and guest pass expenses, postage, certificate preparation, the escrow fees, budget variances in the 2015 budget, and corporate filing requirements. She stated there is no plan for any capital expenditure for Mutual Administration in 2016.

### **Mutual Pet Policy**

The Mutual Administration Director said that research continues regarding Service and Emotional Support Animals (ESA) and HUD and FHA requirements. The ESA issue is a complicated and difficult situation that needs to be reviewed by legal counsel.

The Executive Director stated they need to be diligent and must move carefully on any recommendation to the Mutuels. He requested legal counsel review the policy for ESA, HUD and FHA requirements.

Mr. Lukoff MOVED, seconded by Mr. Hood and carried unanimously –

**TO** send a recommendation to the Executive Committee for \$5000.00 of non-budgeted funds be used for legal counsel to work with the Mutual Administration Director to develop the policy for Service and Emotional Support Animals.

### **Physician's Certification**

The Mutual Administration Director presented a Physician's Certification that she has been developing to assist a physician in determining a buyer's ability to live independently. She utilized the criteria used in assisted living identification.

### **Disclosures – Pre-Listing Site Visit Report**

The Mutual Administration Director reviewed with the Committee a Pre-Listing Site Visit form that Mr. Weaver, Facilities Director, and she developed for site visits. The new form is formatted for the computer, and may be able to be used more efficiently in the field. Mr. Lukoff will work with Mr. Weaver on this report.

Extensive discussion was held on the legal requirement for independent living, and the need for certification and disclosure statements to reviewed by legal counsel.

The Executive Director stated he would like to get an estimate on the cost of legal counsel to review the Physician's Certification and disclosures.

By consensus the Committee requested the Executive Director obtain an estimate of the legal cost to review the Physician's Certification and disclosures.

#### Welcome Kit

The Stock Transfer Supervisor presented the Welcome Kit that is currently provided to new Shareholders for the Committee's review. The kit includes the Welcome Book, maps, bus schedule, Yellow Book and Phone Directory.

#### New Resident Information Policy 1110-33

Chair Rapp presented the current Policy 1110-33. The Committee agreed the policy should be sent to the Mutual Policy Sub-Committee for review prior to discussion.

Mr. Blake MOVED, seconded by Mr. Moore and carried unanimously –

TO send New Resident Information Policy 1110-33 to the Mutual Policy Sub-Committee for review.

### **STAFF REPORTS**

#### Mutual Administration Director

The Mutual Administration Director's report is attached at the end of the minutes.

The committee discussed pet registration, increase in rules compliance letters production, and staffing. The Mutual Administration Director announced that the Mutual Administration Office Secretary and Recording Secretary of the Committee is retiring, and thanked her for her work for the department and Committee.

#### Executive Director

The Executive Director said his items had been discussed in the meeting.

### **SHAREHOLDER MEMBER COMMENTS**

Shareholders commented on the need for pet certification for emotional support animals, the great job Ms. Hopkins has done in collecting financial delinquencies for the Mutuels, service and emotional support animals size and number per unit restrictions, a stray dog that may be a coyote, an increase in coyote sightings and the need to continue coyote hazing, and the concern over Shareholders who are now unable to care for themselves.

### **COMMITTEE MEMBER COMMENTS**

Committee Members stated it was a good and informative meeting, this committee will be a good liaison for the Mutuels and GRF on issues and concerns, happy to see so many Mutual Board members attending, impressed with Mrs. Weller and her staff.

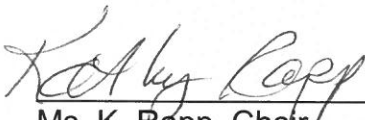
### **CHAIR'S COMMENTS**

Chair Rapp said there are important topics for the Committee including a bereavement packet and trust development. She stated a Sub-Committee may need to be formed to work on some of these topics to present to the Committee.

Chair Rapp thanked the Committee, staff and guests for attending and participating in the first Mutual Administration Committee meeting. The next Mutual Administration Committee Meeting will be held on Tuesday, August 11, 2015 at 1:00 p.m. in the Administration Conference Room.

### **ADJOURNMENT**

The meeting was adjourned at 2:40 p.m.



Ms. K. Rapp, Chair  
Mutual Administration Committee  
KR/tf: 07.23.15

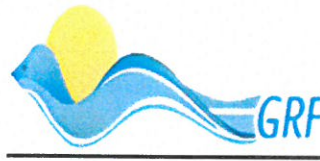
### **MOTIONS:**

- Mr. Blake was elected as Vice Chair of the Mutual Administration Committee for the 2015-2015 term.
- TO send a recommendation to the Executive Committee for \$5000.00 of non-budgeted funds be used for legal counsel to work with the Mutual Administration Director to develop the policy for Service and Emotional Support Animals.
- TO send New Resident Information Policy 1110-33 to the Mutual Policy Sub-Committee for review.

### **ACTIONS:**

- The Executive Director will obtain an estimate of the legal cost to review the Physician's Certification and disclosures.





## Mutual Administration Director's Report Inclusive Through June, 2015

July 14, 2014

To: Mutual Administration Committee

A. Budget Variance Report			
•6100000	Salaries & Wages	\$ 4,472.00	Under Budget- temporary reduction staff
•6410000	Office Supplies	\$ (1,860.00)	Over Budget-due to supplies needed Correction will be made in July to this line
•6484500	Postage	\$ 1,083.00	Under Budget- Reduced Certified Mail
•5345000	Certificate Preparation Fee- Esc	\$ 1,225.00	Over Budget- 9.3% increase in escrows
•5360000	Certificate Preparation Fee	\$ 1,100.00	Over Budget-due to decrease of transfers
•5380330	Guest Pass Income	\$ 377.00	Over Budget- price increase per pass To \$5.00 per pass

### B. Mutuals 1 Through 17 Jan – June 2015

• Escrows Closed	219	↑ 11.6% over 2014 @194 sales
• Escrow Sales Prices Jan-May	\$34,171,799.00	↑ 10.47% over 2014
• Aging receivables Collected	\$142,897.00	↑ 76% over 2014 @ (\$53,309)
• Rules Compliance Letters	1259	↑ 78.5% over 2014 @ (549 letters)
• Membership fees Collected	<b>\$508,706.00</b>	
• Registered Caregivers	318	
• Registered Pets: Dogs: 594	Cats: 311	Other: Birds 18

### C. Mutual Administration Sub-Committee

• Mutual Attorney's Opinions re: Liability Insurance	Pending Policy Development
• Review and Update of Welcome to Leisure World Book	In progress Mutual Admin Sub Com.
• Caregiver ID/Badge and printer (Courtney Knapp)	Completed
• Review of Pet Policy & Service Animal Requirements	In progress Mutual Admin Sub Com.

### D. Insurance & Legal

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Legal</b>	6	9	10	6	14	15						
<b>Insurance</b>	2	3	2	3	3	4						



# Mutual Administration Activity Recap Through June, 2015

## Breakdown By Mutual

### A. Aging Receivables

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Mu 1	-0-	\$3,304	\$3,242	\$0	\$740	\$1,736							\$7,289
Mu 2	\$11,024	\$2,518	\$0	\$0	\$5090	\$4,916							\$18,632
Mu 3	-0-	-0-	\$1,375	\$476	\$6094	\$426							\$7,945
Mu 4	\$10,827	-0-	\$0	\$3,339	\$-0-	\$-0-							\$14,226
Mu 5	-0-	-0-	\$4,085	\$0	\$5746	\$1,500							9,831
Mu 6	-0-	-0-	\$1,486	\$0	\$-0-	\$-0-							\$1,486
Mu 7	\$5,990	\$3,468	\$1,030	\$1,877	\$-0-	\$7,412							\$12,365
Mu 8	-0-	-0-	\$0	\$2,906	\$-0-	\$-0-							\$2,906
Mu 9	-0-	\$2,779	\$2,600	\$1,127	\$4194	\$1,086							\$10,700
Mu 10	-0-	-0-	\$0	\$0	\$-0-	\$0-0							\$0
Mu 11	\$5,517	-0-	\$851	\$0	\$-0-	\$-0-							\$6,368
Mu 12	-0-	\$1,100	\$1,477	\$0	\$-0-	\$5,429							\$2,577
Mu 14	-0-	-0-	\$0	\$0	\$1242	\$-0-							\$1,424
Mu 15	\$5,727	\$175	\$5,983	\$9,147	\$1274	\$-0-							\$22,306
Mu 16	-0-	-0-	\$0	\$0	\$-0-	\$-0-							\$0
Mu 17	-0-	\$504	\$0	\$0	\$-0-	\$2,016							\$504
<b>Total</b>	<b>\$39,087</b>	<b>\$13,848</b>	<b>\$22,129</b>	<b>\$18,932</b>	<b>\$24,380</b>	<b>\$24,521</b>							<b>\$142,897</b>

### B. Rules Compliance Letters

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Mu 1	0	19	170	1	21	12							232
Mu 2	3	1	77	100	151	25							357
Mu 3	1	0	5	2	19	3							30
Mu 4	1	1	10	9	13	20							54
Mu 5	4	2	4	4	9	6							29
Mu 6	38	5	41	4	7	2							97
Mu 7	1	4	4	0	0	3							12
Mu 8	33	9	4	10	14	8							78
Mu 9	16	14	13	2	8	7							60
Mu 10	2	5	57	30	5	2							101
Mu 11	2	1	4	4	2	1							14
Mu 12	2	3	16	3	4	10							38
Mu 14	2	2	3	1	7	4							19
Mu 15	10	9	6	4	16	24							69
Mu 16	0	0	0	2	10	0							12
Mu 17	39	5	0	3	2	8							57
<b>Total</b>	<b>154</b>	<b>80</b>	<b>423</b>	<b>179</b>	<b>288</b>	<b>135</b>							<b>1259</b>

### Recap

Rules Compliance Letters sent to date 2015: **1259**

Total in 2014: **1244**

Total in 2013: **749**

Letters Sent to date thru June 2014 (549)

**↑78.5% over 2014**



### C. Escrows Closed & Yearly Recap

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	totals
Mutual 1	3	4	2	7	1	4							21
Mutual 2	3	3	6	3	4	7							26
Mutual 3	2	0	1	3	3	3							12
Mutual 4	1	1	1	4	3	5							15
Mutual 5	2	2	2	8	3	3							20
Mutual 6	0	1	4	3	4	2							14
Mutual 7	2	1	2	1	3	2							11
Mutual 8	2	4	4	1	2	2							15
Mutual 9	0	3	1	3	5	4							16
Mutual 10	0	1	1	1	0	1							4
Mutual 11	0	1	0	5	1	0							7
Mutual 12	0	2	2	4	1	2							11
Mutual 14	0	2	4	2	3	3							14
Mutual 15	5	1	7	5	3	5							26
Mutual 16	0	0	0	0	0	0							0
Mutual 17	0	1	0	0	1	2							4
<b>Total</b>	<b>20</b>	<b>27</b>	<b>37</b>	<b>50</b>	<b>37</b>	<b>45</b>							<b>216</b>

#### Escrow Recap

2015: Sales Year-to-Date through June:	216	2015 ↑ 10.7% over 2014 year to date @ 194 sales
2014: Total Sales for year:	419	
2013: Total Sales for Year:	629	
2012: Total Sales for Year:	458	

Total Money Sales Year-to-Date 2015:	\$42,877,499.00	2015 ↑ 13.06% over 2014 @\$37,617,800
Total Money Sales Year to Date 2014:	\$22,251,800.00	
Total Money Sales Year to Date 2013:	\$26,130,650.00	
Total Money Sales Year to Date 2012:	\$16,639,700.00	

### D. Trust Letters Sent to Attorney

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Mutual 1	1	0	3	2	1	9							16
Mutual 2	5	1	1	3	2	3							15
Mutual 3	1	0	0	5	1	5							12
Mutual 4	1	2	3	4	3	1							14
Mutual 5	2	3	2	2	3	0							12
Mutual 6	4	0	0	3	4	3							14
Mutual 7	1	1	1	1	1	0							5
Mutual 8	1	2	1	0	1	5							10
Mutual 9	1	1	4	0	1	3							10
Mutual 10	0	0	0	2	1	0							3
Mutual 11	0	1	1	1	0	1							4
Mutual 12	1	5	1	3	2	0							12
Mutual 14	3	3	1	2	3	3							15
Mutual 15	5	4	5	1	4	3							22
Mutual 16	0	0	0	0	0	0							0
Mutual 17	1	3	0	2	1	1							8
<b>Totals</b>	<b>27</b>	<b>26</b>	<b>23</b>	<b>31</b>	<b>28</b>	<b>37</b>							<b>172</b>



E. Registered Pet Report

	Pets Dogs	Pets Cats	Other Pets		
Mu 1	75	33	3		
Mu 2	66	35	1		
Mu 3	45	22	1		
Mu 4	34	24	0		
Mu 5	39	15	1		
Mu 6	44	19	0		
Mu 7	32	23	1		
Mu 8	32	10	2		
Mu 9	54	18	0		
Mu 10	25	24	1		
Mu 11	27	15	1		
Mu 12	29	17	1		
Mu 14	40	15	0		
Mu 15	42	30	0		
Mu 16	3	3	0		
Mu 17	7	8	1		
<b>Total</b>	<b>594</b>	<b>311</b>	<b>18</b>	Total Pets	<b>923</b>

F. Caregivers Registered Report

	Caregivers Registered
Mu1	21
Mu 2	33
Mu 3	36
Mu 4	23
Mu 5	24
Mu 6	13
Mu 7	15
Mu 8	13
Mu 9	24
Mu 10	26
Mu 11	12
Mu 12	22
Mu 14	21
Mu 15	27
Mu 16	2
Mu 17	6
<b>Total</b>	<b>318</b>

G. Social Services Cases

Mutuals	Cases Open	Cases Closed	Types of Cases						
1	10	2		Jan	Feb	Mar	Apr	May	Jun
2	12	2	Total New Cases	21	11	17	9	14	10
3	9	1	Closed Cases	12	22	12	17	27	20
4	4	3	Home Visits	32	26	24	21	11	14
5	7	2	Office Visits	25	12	5	8	6	10
6	2	2	Calls	48	46	33	33	17	31
7	5	1	County Reports	3	2	3	1	0	7
8	4	0	Resource Information	23	12	12	6	1	10
9	1	2	GRF Department Referral	15	12	3	10	0	14
10	1	0	Health Care Center Referral	7	11	4	0	0	0
11	5	0	<b>Total →</b>	<b>186</b>	<b>154</b>	<b>113</b>	<b>105</b>	<b>76</b>	<b>116</b>
12	2	1							
14	3	1		Jul	Aug	Sep	Oct	Nov	Dec
15	5	0							
16	1	0							
17	1	0							
<b>Total</b>	<b>72</b>	<b>17</b>							