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## Mutual Administration Committee

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### Agenda

Administration Conference Room

Tuesday, January 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  
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 December 8, 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: Letter for ESA Verification from Physician
  - b. Disclosures on Pre-Listing Review - Update
  - c. Physicians Certification-Disclaimer Notice for the Physician with Questionnaire (p. 8)
  - d. Fee Schedule for Stock Transfer Services/Attorney Services-Update
9. New Business
  - a. Additional Fee Structure for GRF Services – Discussion  
-Web Training by Daniel Fabian or IT Services Department

- Notary Fee
- Coil Collection from Laundry Rooms
- Cost for Additional Compliance Letters over the Agreed Upon Monthly Allotment
- b. Caregiver Declaration Acknowledging 90 Day Vacate to be Signed When Pass is Issued (p. 9)
- c. Expiring Leisure World ID Card

10. Policies

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

11. Staff Reports

- a. Mutual Administration Director Carol Weller (pp.10-11)
- b. 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, February 9, 2016 - Next Committee meeting**
- b. Tuesday, February 16, 2016 - Minutes distributed and posted on the Portal
- c. Wednesday, January 27, 2016 – Agenda items due to Recording Secretary
- d. Tuesday, February 2, 2016 – Agenda packets distributed and posted on the website



## **MUTUAL ADMINISTRATION COMMITTEE MINUTES**

Administration Conference Room

Tuesday, December 8, 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, December 8, 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	Mr. R. Stone
	Mr. B. Lukoff	Mrs. Wood
		Ms. R. Winkler, Ex-Officio

Absent: Mrs. L. Perrotti

Staff and	Mr. R. Ankeny, Executive Director
Guests:	Ms. C. Weller, Mutual Administration Director
	Ms. J. Hopkins, Mutual Administration Assistant 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. C. Damoci, GRF Representative, Mutual Twelve
	Nine 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 January.

### **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, Stock Transfer Supervisor and the Recording Secretary and she requested that members exhibit an appropriate amount of decorum. City Councilmember Sandra Massa-Lavitt was also acknowledged.

### **MINUTES**

The Chair declared the regular meeting minutes of November 10, 2015 approved, as written.

### **SHAREHOLDER/MEMBER COMMENTS**

Three shareholder/members commented on items on the agenda and the Mutual/GRF Training session on Monday, December 7, 2015.

### **CORRESPONDENCE**

No correspondence was received by the Committee.

### **SUB-COMMITTEE REPORT**

The Chair of the Document Review Sub-committee advised that the Sub-committee last met on November 30 and reviewed the bereavement package. Appreciation to the Board members who attended and the Mutual Administration Director who assisted, was expressed.

### **OLD BUSINESS**

#### **Pet Policy Update: City Rules and Regulations**

The extremely complex Pet Policy issue was discussed including review of the presentation made at the Mutual and GRF Board Directors' seminar on December 7, 2015 pertaining to Rules, Regulations and Policies; essentially, if there are rules, they must be enforced. Other concepts mentioned were the requirement of physicians' certifications (appropriateness of requesting proof of and province of issuing physician), requirement of license of pet/service animal/ESA, number of internal policies potentially needed (one or three) and the imposition of monetary fines on violators of internal policy.

#### **Disclosures on Pre-Listing**

The draft is currently with the Physical Property Inspectors for review and is anticipated to be



Mutual Administration Committee, 12/08/15  
returned to this Committee for next month's meeting.

#### Physicians Certification – Disclaimer Notice for the Physician

The Mutual Administration Director presented the draft Physicians Certification after ongoing review and amendment. The Committee Chair commended the significant progress that has been made in the draft. The final product will need to be vetted by an attorney.

#### Fee Schedule for Stock Transfer/Attorney Services

The lenders for current or prospective owners in Mutual Seventeen often require information about the association, most commonly a homeowners association (HOA) questionnaire. These unique and complex questionnaires require up to three (3) hours preparation time, on average, often involving several Foundation departments, corporate counsel and the Mutual Seventeen Board of Directors.

Due to the costs of staff time in the preparation and duplication of these 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.

Mr. Moore MOVED, seconded by Mrs. Wood -

TO amend Policy 5061, Fees, to include a one-time fee of \$500 to include all documents relating to the production of Mutual Seventeen documents for lenders or escrow companies, to be forwarded to the Finance Committee for consideration.

Three Committee members and the Stock Transfer supervisor spoke on the motion.

The motion was carried unanimously by the Committee members present.

#### **NEW BUSINESS**

##### Review draft GRF Membership Approval Document

The Committee reviewed the draft GRF Membership Approval document presented by the Mutual Administration Director.

#### **STAFF REPORTS**

The Mutual Administration Director presented her report, as attached. She introduced the Stock Transfer Supervisor who presented samples of the color-coded 2016 guest passes.

The Executive Director spoke on the Mutual and GRF Directors' seminar. A tentative March 1, 2016, half day seminar is being discussed to include topics such as Executive Session 101, the open meeting act, formulation and execution of contracts. A more lengthy training session may be scheduled for June 2016.

### **PRESIDENT'S COMMENTS**

The President spoke on the necessity of the Committee in light of the challenging and complex issues it addresses.

### **MEMBER COMMENTS**

Eleven 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, particularly acknowledging the assistance provided by the Mutual Administration department and wished everyone happy holidays. The next scheduled meeting of the Mutual Administration Committee will be held on Tuesday, January 12, 2016 at 1:00 p.m., in the Administration Conference Room.

### **ADJOURNMENT**

The Chair adjourned the meeting at 2:50 p.m.

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Ms. K. Rapp, Chair  
Mutual Administration Sub-Committee  
dfb/12.08.15

**RECAP OF MOTIONS AND ACTIONS TAKEN AT THE MUTUAL  
ADMINISTRATION COMMITTEE MEETING ON NOVEMBER 10, 2015**

**ACTIONS:**

- Long Beach Animal Control will be invited to participate in the City Expo on May 21, 2016.

**MOTIONS:**

- **TO** recommend the GRF BOD amend Policy 1110-33, New Resident Information



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

Mutual Administration Committee – December 8, 2015

R e c a p		
Mutuals 1 Through 17		
• Rules Compliance Letters	1756	↑ 39.8% over 2014 @ (1173 letters)
• Escrows Closed	447	↑ 14.4% over 2014 @ 387 sales
• Escrow Sales Prices	\$91,665,337.00	↑ 20.1% over 2014 @ \$74,928,538.00
• Aging receivables Collected	\$ 211,114.00	↑ 24.6% over 2014 @ \$164,855.00
• Membership fees Collected	\$ 1,044,827.00	
• ID Cards & Passes sold	\$ 22,472.00	
• Trust Review Fees collected	\$ 1,875.00	
• Registered Caregivers	338	
• Open Social Services Cases	156	
• Trust Reviews sent to attorney	304	
• Total Legal Cases 2015	17	
• Total Insurance Claims 2015	2	
• Pets Registered	Dogs 607	Cats 306 other/19 Total Pets: 932

Mutual Administration Committee	
• FHA Seminar – December 7 <sup>th</sup> /CH2/9-4	Light lunch served
• Liability Insurance – Passed by some/Stalled by others	Not globalized
• Review and Update of Welcome to Leisure World Book	In progress Mutual Admin Sub Com.
• Eligibility for Membership Dr. Note	Draft Policy - Going to Muts.in Jan 2016
• Prepare for Review POA/Trustees & Inheritance Guide	In Progress Mutual Admin Sub Com.
• Realtors Conference	January 29, 2016 CH 2 9:00 am

Aging Receivables								
Mutuals →	1	2	3	4	5	6	7	8
	\$24,494.00	\$32,716.00	\$8,371.00	\$14,226.00	\$11,331.00	\$8,537.00	\$21,898.00	\$2,906.00
Mutuals →	9	10	11	12	14	15	16	17
	\$11,786.00		\$6,370.00	\$8,501.00	\$1,242.00	\$56,216.00		\$2,520.00
								<b>Total \$211,114.00</b>



## Escrow Recap

MUTUALS →	1	2	3	4	5	6	7	8	9	10	11	12	14	15	16	17	Total
Escrows Closed Through Nov. 2015	43	60	25	26	34	32	23	27	33	10	13	24	29	54	2	12	447

## Unit Sales Price Recap

Total Money and Sales through November 2015	\$91,665,337.00	Total Sales	447
Total Money and Sales through November 2014	\$74,928,538.00	Total Sales	387
Total Money and Sales through November 2013	\$86,244,326.00	Total Sales	582
Total Money and Sales through November 2012	\$54,062,056.00	Total Sales	458

## Actions Recap

Rules Letters		Trust Reviews		Total Pets		Registered Caregivers		Resource Liaison	
Mutual 1	279	Mutual 1	27	Mutual 1	112	Mutual 1	38	Mutual 1	21
Mutual 2	392	Mutual 2	33	Mutual 2	106	Mutual 2	23	Mutual 2	19
Mutual 3	37	Mutual 3	15	Mutual 3	67	Mutual 3	29	Mutual 3	9
Mutual 4	59	Mutual 4	28	Mutual 4	61	Mutual 4	20	Mutual 4	7
Mutual 5	135	Mutual 5	22	Mutual 5	61	Mutual 5	27	Mutual 5	15
Mutual 6	127	Mutual 6	20	Mutual 6	64	Mutual 6	15	Mutual 6	5
Mutual 7	34	Mutual 7	11	Mutual 7	49	Mutual 7	21	Mutual 7	16
Mutual 8	174	Mutual 8	23	Mutual 8	45	Mutual 8	12	Mutual 8	7
Mutual 9	111	Mutual 9	19	Mutual 9	75	Mutual 9	21	Mutual 9	7
Mutual 10	117	Mutual 10	6	Mutual 10	48	Mutual 10	26	Mutual 10	12
Mutual 11	19	Mutual 11	5	Mutual 11	39	Mutual 11	9	Mutual 11	7
Mutual 12	55	Mutual 12	20	Mutual 12	50	Mutual 12	30	Mutual 12	6
Mutual 14	45	Mutual 14	23	Mutual 14	58	Mutual 14	33	Mutual 14	8
Mutual 15	89	Mutual 15	38	Mutual 15	77	Mutual 15	29	Mutual 15	14
Mutual 16	15	Mutual 16	1	Mutual 16	5	Mutual 16	2	Mutual 16	2
Mutual 17	68	Mutual 17	13	Mutual 17	15	Mutual 17	3	Mutual 17	2
	1756		304		932		338		156

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



# Seal Beach Leisure World

## An Active Adult Community

To: Prospective Member's  
Prospective Member's Providing Physicians

Seal Beach Leisure World is an "Active Adult Community" offering the best in co-op and condominium housing for persons fifty-five years of age or older. This style of active adult housing should not be confused with an assisted living or a skilled nursing facility. A prospective purchaser of a Leisure World Mutual Share of Stock need only determine what their personal needs are.

**Assisted Living:** Assisted Living facilities offer personalized supportive services and assistance with day-to-day living needs. Meals, snacks, housekeeping, physical fitness, laundry and 24-hour trained staff members are all provided under the umbrella of assisted-living services. These are not services provided at Seal Beach Leisure World.

**Active Adult Community:** In Seal Beach Leisure World you can be as active as you choose to be. There are many recreational opportunities in Leisure World, and this is much like any other housing community. Members who purchase the right to reside in a Mutual apartment, direct their own lives and are independent and able to handle their own affairs.

In accordance with Mutual Policy 7510, Eligibility Requirements, item (3), prospective applicants for ownership and residency should have reasonably good health for a person of his/or her age and be able to live independently as evidenced in the form of a letter provided by the applicant's treating physician on the physician's letterhead stationary.

Reasonably good health may be described in part as an applicant's ability to:

- Dress self with weather-appropriate clothing.
- Maintain a clean, safe living environment.
- Bath (shower) and maintain personal hygiene.
- Eat by shopping and preparing meals, or eat out.
- Take care of finances; pay bills; and make legal decisions
- Medicate self properly under a physician's supervision.

Choosing an active adult community is a decision which should be made with the assistance of loved ones, professional healthcare physicians, legal advisors and others. Please allow us to answer any questions you might have regarding qualification for residency in this community. You may contact Seal Beach Leisure World, Stock Transfer Office at: (562) 431-6586, ex. 346, 347 or 348 for assistance.

# Fulltime Caregiver Residency Agreement

## California Civil Code 51.3

FOR PURPOSES OF THIS AGREEMENT..... A Mutual shareholder or Mutual Seventeen Homeowner shall be referred to as "Member".

"Permitted Health Care Resident" pursuant to California Civil Code 51.3, means a person hired to provide substantial live-in, long-term, or terminal health care to a qualifying senior resident.

In accordance with California Civil Code 51.3, a permitted health care resident shall be entitled to continue his or her LIMITED occupancy of the Member's dwelling unit in the absence of the Member from the dwelling unit for a period not to exceed (90) ninety days, only if the following are applicable:

- (A) The Member becomes absent from the dwelling due to hospitalization.
- (B) The Member requests in writing that the health care resident be allowed to remain in order to be present when the Member returns from the hospital.
- (C) Upon the death of the Member.

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In return for being allowed fulltime residency in a Member's Mutual apartment for purposes of providing the Member substantial care, I, \_\_\_\_\_, caregiver, agree that there is no implied or automatic right of permanent residency or membership rights and privileges extended to a caregiver in connection to a Leisure World Member's apartment after the prolonged hospitalization of more than (90) ninety days or death of that Member.

Further, pursuant to California Civil Code 51.3, a full-time, live-in caregiver is allowed to stay in the member's apartment for a period not to exceed 90 days from the date of the member's hospitalization or 90 days from the date of the member's death.

With my signature below, dated this \_\_\_\_\_ day of \_\_\_\_\_, 2016, I fully understand and agree to the terms of this agreement and all terms as set forth in the preceding page 3, Caregiver's Disclosures .

\_\_\_\_\_  
Print Caregiver's Name

\_\_\_\_\_  
Caregiver's Signature



# Mutual Administration Director's Report

## Inclusive Through December, 2015

January 1, 2016

R e c a p 2015		
Mutuals 1 Through 17		
• Registered Caregivers	338	
• Open Social Services Cases	162	
• Total Legal Cases 2015	17	
• Pets Registered	932	
• ID Cards & Passes sold	\$ 22,86200	
• Membership fees Collected	\$ 1,070,089.00	
• Trust Reviews sent to attorney	326	
• Trust Review Fees collected	\$ 1,875.00	↑ 15.5% Reviews (2015/326) (2014/279)
• Rules Compliance Letters	1822	↑ 43.3% over 2014 @ (1173 letters)
• Aging receivables Collected	\$ 230,622.00	↑ 14.2% over 2014 @ (\$200,000.00)

Escrow Recap 2015	Sales	Sales Prices	
Totals through Dec. 2015	485	\$99,325,212	Comparisons over:
Totals through Dec. 2014	419	\$81,437,968.	2014: Sales↑14.6% - Prices↑19.7%
Totals through Dec. 2013	629	\$95,240,826.	2013: Sales↓25.8% - Prices↑ 4.1%
Totals through Dec. 2012	513	\$60,704,606.	2012: Sales↓ 5.6% - Prices↑ 48.2%

Recap by Mutual for 2015							
Mutuals 1-17	Rules Letters	Trust Review	Pets Registered	Care Givers	Resource Assist.	Aging Receivables	Escrows Closed
Mutual 1	286	29	112	38	21	\$23,494.00	49
Mutual 2	399	36	106	23	20	\$33,425.00	65
Mutual 3	40	15	67	29	9	\$ 8,371.00	30
Mutual 4	66	29	61	20	7	\$14,226.00	28
Mutual 5	137	24	61	27	15	\$17,759.00	38
Mutual 6	133	21	64	15	4	\$ 9,798.00	32
Mutual 7	37	12	49	21	19	\$21,898.00	23
Mutual 8	178	23	45	12	7	\$ 7,607.00	29
Mutual 9	128	21	75	21	7	\$11,786.00	35
Mutual 10	118	8	48	26	14	\$-----	11
Mutual 11	19	6	39	9	7	\$ 6,995.00	14
Mutual 12	57	23	50	30	6	\$14,285.00	30
Mutual 14	48	24	58	33	8	\$ 1,242.00	29
Mutual 15	92	38	77	29	14	\$56,216.00	55
Mutual 16	16	1	5	2	2	\$-----	3
Mutual 17	68	16	15	3	2	\$ 2,520.00	14
	1822	326	932	338	162	\$230,622	485



# ESCROW – SALES COMPARISON 1997 THROUGH 2015

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
<b>MUTUALS</b>										
1	74	91	55	76	84	79	63	82	61	55
2	67	89	51	69	98	58	61	73	58	49
3	43	37	39	31	35	31	21	48	29	26
4	49	31	27	24	42	41	19	23	22	20
5	45	40	27	38	34	40	29	36	43	30
6	36	31	21	28	33	44	26	26	26	12
7	33	28	23	23	24	30	23	36	26	13
8	32	28	25	26	34	27	24	27	11	19
9	33	38	16	31	41	30	20	25	30	29
10	20	17	21	21	28	19	28	23	25	11
11	29	30	20	27	17	25	20	21	23	11
12	50	35	35	36	37	26	24	31	36	24
14	20	31	25	19	35	26	16	24	25	16
15	13	5	2	4	4	3	30	36	26	27
16	5	4	4	5	3	4	4	3	5	2
17	1	0	1	2	0	1	9	9	11	7
<b>TOTALS</b>	<b>550</b>	<b>535</b>	<b>392</b>	<b>460</b>	<b>549</b>	<b>484</b>	<b>414</b>	<b>523</b>	<b>457</b>	<b>351</b>

	2007	2008	2009	2010	2011	2012	2013	2014	2015
<b>MUTUALS</b>									
1	47	52	51	50	59	82	94	54	49
2	54	35	55	60	39	58	72	66	65
3	13	20	33	33	42	27	50	30	30
4	36	19	26	25	26	24	43	25	28
5	30	26	28	29	34	46	33	30	38
6	24	20	20	18	32	32	37	30	32
7	10	15	19	22	24	30	39	21	23
8	21	15	28	30	23	36	41	22	29
9	14	12	27	27	23	26	51	21	35
10	24	13	15	19	14	21	31	13	11
11	21	10	19	16	29	26	30	22	14
12	24	16	28	31	21	26	43	26	30
14	26	15	15	18	20	25	19	21	29
15	27	21	26	24	35	42	32	29	55
16	4	3	5	6	6	7	9	2	3
17	5	6	3	7	9	5	5	7	14
<b>TOTALS</b>	<b>369</b>	<b>298</b>	<b>398</b>	<b>415</b>	<b>436</b>	<b>513</b>	<b>629</b>	<b>419</b>	<b>485</b>