

# **A G E N D A**

## **PRESIDENTS' COUNCIL**

**August 2, 2018**

**Meeting Begins at 9:00 a.m.**

**Clubhouse Four, Section B**

1. CALL TO ORDER, *PLEDGE OF ALLEGIANCE*
2. ROLL CALL / INTRODUCTION OF ONE PRESIDENTS' GUEST
3. INTRODUCTION OF GUEST(S) AND STAFF:
  - Greenwood Heating and Air Conditioning Representative
  - Ms. Stone, GRF President
  - Mr. Ankeny, Executive Director
  - Ms. Hopkins, Mutual Administration Director
  - Mr. Weaver, Facilities Director
  - Mr. Gonzalez, Facilities Manager
  - Ms. Ray, Stock Transfer Manager
4. APPROVAL OF MINUTES FOR MEETING OF: **July 5, 2018**
5. **GUEST SPEAKER – Greenwood Heating and Air Conditioning**
6. STOCK TRANSFER MANAGER Ms. Ray
7. FACILITIES MANAGER Mr. Gonzalez
8. FACILITIES DIRECTOR Mr. Weaver
9. MUTUAL ADMINISTRATION DIRECTOR Ms. Hopkins
10. EXECUTIVE DIRECTOR Mr. Ankeny
11. COUNCIL BUSINESS
  - Unfinished Business –
  - NONE
  - New Business –
  - a. Appointment of Presidents' Council Bylaw review Committee (p. 2-4)
  - b. Hotline Instructions and Frequently Asked Questions (p. 5-8)
  - c. Mutual Emergency Accommodations Procedure (p. 9)
  - d. Council Refreshments Ms. Hopkins
12. PRESIDENTS' OPEN FORUM (2-3 minutes per President)
13. ADJOURNMENT

**NEXT MEETING: Thursday, September 6, 2018**

## MUTUAL OPERATIONS

### MUTUAL COUNCILS

#### Presidents' Council Bylaws

##### ARTICLE I – NAME

This organization shall be known as the Leisure World Seal Beach Presidents' Council.

##### ARTICLE II – PURPOSE

- a) The establishment of a personal relationship between the 16 Mutual Presidents of Leisure World, to the end that ideas and problems affecting all Mutuels may be discussed.
- b) To receive pertinent information from management on any action to be taken by individual Mutual Boards.
- c) Any collective opinion reached by the Council shall be considered as policy ONLY when approved by the Board of Directors of each Mutual.

##### ARTICLE III – MEMBERSHIP

Membership of Leisure World Seal Beach Presidents' Council shall consist of:

- a) Presidents of all Seal Beach Mutuels.
- b) The President of any Mutual may designate a member of his/her Board to serve in his/her place and stead at any meeting that he/she, the President, is unable to attend.
  - 1. The Board member who is designated to represent the President at these meetings in his/her absence shall so declare his/her appointment to the Chair during roll call at the meeting.
- c) The President of any Mutual may invite not to exceed one member of his/her Mutual Board to attend any Council meeting with him/her as an observer.
- d) GRF Board members may attend as observers on a space-available basis.

##### ARTICLE IV – OFFICERS

- a) The officers of this organization shall be: President, Vice President and Secretary.

## MUTUAL OPERATIONS

## MUTUAL COUNCILS

### Presidents' Council Bylaws

- b) The officers shall be elected at the Annual Meeting of this organization to be held on the first Thursday in July of each year and shall hold office for a term of one year or until his/her successor is duly elected and qualifies.
- c) The President shall preside at all meetings of the Council and shall appoint all committees and serve as ex officio member of all committees.
  - 1. The Vice President shall assume the duties of the President during his/her absence and shall perform such other duties as requested by the President.
  - 2. In the absence of the President and Vice President, the Secretary will serve as Chair of the meeting.
  - 3. A recording secretary will be provided by administration to take the minutes of the meetings of this Council and transcribe same and duplicate sufficient copies for the use of all members of the Presidents' Council and their Boards and shall cause a recap of the minutes to be published in the LW Weekly.

### ARTICLE V – MEETINGS

The regular meetings of the Council shall be held on the first Thursday of each month at 9 a.m. in Clubhouse 4, Section B, unless the members are notified of the contrary. The President may, for good cause or at the request of a majority of the Council members, postpone or otherwise change the time, date or place of any regular monthly meeting. The President shall have the authority to call Special Meetings of the Council at his/her discretion by giving the members three days notice in advance by the most convenient means available.

### ARTICLE VI – VOTING

Each Mutual shall have only one vote on each question arising at any Regular or Special Meeting of the Presidents' Council.

### ARTICLE VII – QUORUM

A quorum shall exist at any Regular or Special Meeting of the Council when a majority of the Mutuels are represented.

**MUTUAL OPERATIONS****MUTUAL COUNCILS****Presidents' Council Bylaws****ARTICLE VIII – PARLIAMENTARY PROCEDURE**

All meetings of the Presidents' Council shall be conducted in accordance with Robert's Rules of Order.

**ARTICLE IX – AMENDMENTS**

The Bylaws of the Presidents' Council may be amended at any Regular or Special Meeting by a majority vote of the Mutual Presidents in attendance.

Adopted: 14 Jun 75  
 Amended: 10 Aug 83  
 Amended: 14 Mar 84  
 Amended: 14 Nov 84  
 Amended: 25 Aug 86 (corrects time for caucus)  
 Amended: 09 Dec 87 (effective February 1988)  
 Amended: 02 Aug 90 (effective September 1990)  
 Amended: 03 Sept 09 (effective immediately)  
 Amended: 07 Sept 17 (effective immediately)

**PRESIDENTS' COUNCIL**  
 Leisure World Seal Beach

(Sep 17)



## **Mutual One**

**Call Service Maintenance ONLY For:** Water Leaks, BACKUP:

Garbage Disp, Sink, or Toilet ONLY. Everything else call the HOTLINE.

Mon-Fri: 8:30 am - 4:30pm Service Maintenance: **562 431-3548**

Weekends: Fri 4:30 pm - Mon 8:30am Call Security: **562-594-4754**

**Call the HOTLINE Non Emergency issues only:**

Landscape, lights out: sidewalk, carport or laundry room; Pest control; LR  
Washer & Dryer Repair: unleveled sidewalks; carport issues; gophers; dogs  
barking; dogs not registered; caregivers not wearing photo badge or not  
registered; report people in units - especially if the shareholder is not there.

Standard appliances (Oven, Stove or Refrigerator) not working.

**HOTLINE: 562-804-8718**

Remember to wait for the beep before leaving your message.

In all cases: State your name, building & unit # & telephone #. Explain  
the problem or issue. You only need to call once.

**\*PRIORITY: Home or Key permission required**

(\*You must allow maintenance to enter your unit if you are gone.)

Your Board of Directors realize that your time is important. The Hotline assures each shareholder that these requests will be forwarded within 24 hours. The Hotline comes through e-mail as a voicemail. A Hotline number is assigned for future reference and forwarded to service maintenance, landscape director etc. to handle. 7/1/14

# **Mutual Corporation No. Fifteen**

## **Attention: Mutual Fifteen Shareholders**

### **New Hotline For Mutual Fifteen**

**562-804-5585**

We now have an up-and-operating hotline in Mutual Fifteen!

You can call the hotline and leave messages 7 days a week, 24 hours a day. The messages will be answered Monday through Friday from 8:00 a.m. to 4:30 p.m.

**This is the only number you will need to use for all your calls!**

You will be prompted to choose the following options:

Option 1 – Physical Property Buildings 1-24

Option 2 – Physical Property Buildings 25-48

Option 3 – Landscaping and Trees

Option 4 – Carports, Breezeways, Laundry Rooms and Street Lighting

Option 5 – President

Of course, if there is an emergency during off-hours, call Security at 562-594-4754.

Try It Today!

P.O. Box 2069, Seal Beach, California 90740 (562) 431-6586



Start Today : **877.734.9292**

login

## FAQ's

**Answers to frequently asked questions.**

### **What is a "hosted service" as provided by Segway?**

You can add the latest features to your existing phone system today without waiting for the phone company and without buying or upgrading any equipment.

Hosted telecom solutions provided by Segway's state-of-the-art Virtual PBX include: Auto Attendant, Unified Messaging, Virtual Office, Conference Calling, Voice Mail, Fax-to-Email, Never Busy Fax, and Automated Order Taking.

For a very low monthly fee per user, you can add any combination of telephone services at any number of facilities. Your business will never outgrow your phone system again.

### **Is it necessary to buy equipment, or alter our existing phone systems to deploy Segway's hosted services?**

No. You can supplement your existing phone system with one or more hosted telecom services from Segway. Our Virtual PBX allows us to customize our services to your specific requirements, all the way down to the individual user, for as many locations and users as you desire.

### **Why should my firm consider Segway's hosted services instead of an in-house system?**

With Segway there is no equipment to buy, maintain, or upgrade. Your phone system will never be obsolete. You can supplement your existing phone system with the latest features at any time. You can add or delete telephone extensions and services as needed. And you pay a surprisingly low monthly fee per user.

### **How reliable are Segway's hosted services?**

Unlike many newer VoIP service providers, Segway has for many years operated a sophisticated, high Quality of Service (QoS) nationwide private network on redundant carrier class equipment.

### **How many user extensions and different facilities can Segway's hosted services support for my company?**

As many as you want. Our state-of-the-art Virtual PBX already provides hosted services to users in more than 4,000 communities nationwide.

### **How do Segway's hosted services compare with Centrex?**

Segway offers everything that Centrex does—and a whole lot more.

### **Our business is unique. Can we select only the services and features we want?**

Yes. You can select any combination of hosted services—including Auto Attendant, Unified Messaging, Virtual Office, Conference Calling, Voice Mail, Fax-to-Email, Never Busy Fax, and Automated Order Taking—and pay a low monthly fee per user with no long-term obligation and the freedom to add or delete services and extensions whenever your business circumstances change.

### **Are Segway's hosted services available nationwide? Worldwide?**

Segway has provided hosted services for more than a million users in the United States. With VoIP, our Virtual PBX hosted telecom solutions are now available to customers in other parts of the world for a low monthly fee per user. Segway's VoIP services dramatically reduce the cost of international phone calls. You can economically establish local phone numbers in cities outside the U.S., and create the appearance of a local presence near your foreign customers.

### **Does it matter whether we use VoIP with Segway's hosted services?**

No. Our Virtual PBX hosted telecom solutions operate seamlessly across both traditional and emerging Voice over Internet Protocol (VoIP). You choose the network(s) you want. We provide the hosted services you need.

## **Services**

Send & Receive Texts On Your Landline & Toll Free Numbers

Virtual Office Phone Numbers

800 & Toll Free Numbers

Voicemail Service

Send and Receive Faxes Without a Fax Machine

Cloud Voicemail Systems

Phone & Fax Numbers in 70 Countries

Cloud Phone Systems

Employee Emergency Hotlines

Don't Let Employees Take Your Customers When They Leave

Voicemail for Network Marketers

Cloud Auto Attendants with Extensions



## ACCOMODATIONS DURING EMERGENCIES

A third-party billing program has been established with the Ayres hotel to provide housing for residents during emergency. Staff would prefer to make the arrangements with the hotel, but a director can do so if necessary.

If the emergency has taken place Monday – Friday 8:00 a.m. – 4:30 p.m. please call 562-431-6586, Extension 313

If the emergency has taken place after hours, holidays and weekends call Service Maintenance 562-594-4754 to report the emergency and arrange for them to come out to your unit, if needed.

An Officer/Director may call the hotel directly. The hotel may not authorize the third-party billing to Golden Rain Foundation since a staff member is not available to call. In this case the arrangements will need to be made using the Shareholder(s) credit card (preferable), or the Officer/Directors credit card. If an Officer/Director/Shareholder(s) chooses call the hotel directly please keep all receipts for lodging so that they may be presented to the Shareholder's insurance company.

*(\*\*Note: it is a per individual Mutual Board cap\*\*)*

Please follow the below steps if a Golden Rain Foundation staff member is unable to assist.

1. Call the Ayers hotel

Contact person: Lynell (562) 296-1408

Address: 12850 Seal Beach Blvd

Seal Beach Ca, 90740

(Seal Beach Blvd North of the 405 Freeway)

2. State that you are a Director calling from Leisure World Seal Beach, and a that Golden Rain Foundation staff member is unable to assist, and that you are calling on behalf of the Shareholder(s). Provide the clerk with the name(s) of the Shareholder(s) and specify how many rooms are needed.
3. Ask the hotel if they will authorize third-party billing to the Golden Rain Foundation. Invoices are to be sent to the attention of the Finance Department.
4. Notify the Mutual Administration Department, Physical Property Department, and the Building Inspector immediately that the Shareholder(s) are in the hotel.
5. If hotel accommodations are unavailable at the Ayers hotel, please work with the Shareholder(s) to select a hotel of their/your choosing. Shareholder(s) or Director will need to provide a credit card for the hotel. Please forward all invoices to the Mutual Administration Department or Finance Department.