



*The Golden Rain Foundation provides an enhanced quality of life  
for our active adult community of Seal Beach Leisure World*

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## **MANAGEMENT SERVICES AND CONTRACT AD HOC COMMITTEE**

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### **Agenda**

Conference Room B/Via Zoom  
Wednesday, August 11, 2021  
10:00 a.m.

To view the live Management Services and Contract Ad hoc Committee meeting:

- Go to [www.lwsb.com](http://www.lwsb.com)
- The tab will be active at 9:45 am on the day of the meeting
- The live streaming uses YouTube Live and terminates at the close of the meeting

- 1. Call to Order/Pledge of Allegiance**
- 2. Roll Call/Notice of Quorum**
- 3. Chairs Announcements**
  - Introduction of Guests and Staff
    - Susan Hopewell, GRF President
    - Deanna Jaksic, Recording Secretary
  - Introduction of Committee Members
    - Carole Damoci- Chair/GRF Director
    - Phil Friedman- GRF Director
    - Marsha Gerber- GRF Director
    - Paul Pratt- GRF Director
    - Paula Snowden- GRF Director
    - Richard Carson- Mutual 12 President
    - Jeri Dolch- Mutual 8 President
    - Jackie Dunagan- Mutual 15 President
    - Mike Levitt- Mutual 4 President
    - Lee Melody- Mutual 14 President
    - Kathy Rapp- Resident Specialist
  - Rules of Order
  - Chair's Comments
- 4. Shareholder/Member Comments** *(Limited to 3 minutes per person)*
- 5. Approval of Minutes- (N/A)**
- 6. Correspondence- (N/A)**
- 7. Staff Reports- (N/A)**

**8. Subcommittees- (N/A)**

**9. Unfinished Business- (N/A)**

**10. New Business**

- a. GRF Recreation Department- Management Services (p. 1)
- b. IT Department- Management Services (pp. 2-3)
- c. GRF Purchasing Department- Management Services (pp. 4-6)
- d. GRF Security Services (pp. 7-8)

**11. Future Agenda Items- (N/A)**

**12. President's Comments**

**13. Next Meeting**

Tuesday, September 14, 2021, at 1:00 p.m.

Conference Room B

**14. Adjournment**

#	Category	GRF Recreation Department - Management Services	Standard Yes/No	Mutual Shareholder GRF Service	Committee Comments	Staff Description
1	Janitorial services	Laundry room cleaning	Yes/No	Mutual	Extras are non-standard	Anything outside of contracted scope of work should be an extra charge.
2	Janitorial services	Carport cleaning	Yes	Mutual		
3	Janitorial services	Oil spot clean up	Yes/No	Mutual		First time is free, any additional clean-ups are charged.
4	Janitorial services	Dead animal pick up	Yes	Mutual		
5	Janitorial services	Mutual Apartment cleaning	No	Shareholder	Extras are non-standard	Anything outside of contracted scope of work should be an extra charge. <b>Hourly rate TBD</b>
6	Community Facilities services	Mutual meetings	Yes	Mutual	Including Mutual Council Meetings	
7	Community Facilities services	Mutual Social Events	Yes	Mutual		
8	Community Facilities services	Election AV services	Yes	Mutual		
9	Community Facilities services	Mutual Meeting AV services	Yes	Mutual		

#	Item	IT Department - Management Services	Standard Yes/No	MS GRF Service	Committee Comments	Staff Description
1	Database management	Generate, print, e-mail/distribute resident masterfile reports	Yes	Mutual	Yes- standardized approved format	Monthly reports
2	Database management	Generate, print, e-mail/distribute SROs by bill type reports (PDF)	Yes	Mutual	Yes- standardized approved format - send to all Board Members	Monthly reports
3	Database management	Generate, print, e-mail/distribute SRO by bill type reports (Excel)	Yes	Mutual	Yes- standardized approved format - send to all Board Members	Monthly reports
5	Database management	Generate, print, e-mail/distribute open SROs report	Yes	Mutual	Yes- standardized approved format - send to all Board Members	Monthly reports
6	Database management	Generate, print, e-mail/distribute misc. reports	Yes	Mutual	standard reports only. No variations.	Monthly reports
7	Hardware management	Conference room AV equipment for meetings	Yes	Mutual		Help in conference room meetings
8	Server management	Update Mutual e-mail distribution lists	Yes	Mutual		Update mutual##@lwsb.com rosters
9	Software management	Constant Contact: LW Live e-mail blasts	Yes	Shareholder		Send out informational e- mails to shareholders
10	Website management	Post agendas	Yes	Mutual		Website updates
11	Website management	Post minutes	Yes	Mutual		Website updates
12	Website management	Post rules & regulations, procedures, <del>meeting agendas</del>	Yes	Mutual		Website updates
13	Website management	Website contacts & inquiries	Yes	Mutual		Website contact form is forwarded to webmaster@lwsb.com. Forward inquiries to appropriate departments
added 8/2/21 by Daniel	Software management	PlaySignage: Update digital billboards with flyers	Yes	Shareholder		Post flyers to the digital billboards and website
added 8/2/21 by Daniel	Software management	NCR Silver: manage point-of-sale devices at departments	Yes	Shareholder		Update inventory in point of sale machines, ensure card readers are functioning

added 8/2/21 by Daniel	Website management	Post misc documents and content	Yes	Mutual		Website updates: bulletin board requests, newsletters, rosters
added 8/2/21 by Daniel	Website management	Update club information	Yes	Shareholder		Website updates: club meeting and club website information

#	Item	GRF Purchasing Department - Management Services	Standard Yes/No	M/S or GRF Service	Committee Comments	Staff Description
1	Purchasing - Special Materials Requests	Special Non-inventory purchase requests for ongoing items (i.e. skylights)	Yes	Mutual		
2	Purchasing - Special Materials Requests	Special Quote requests - meet with requester to gather information about their needs	No	Mutual	Hourly rate TBD	
3	Purchasing - Special Materials Requests	Special Quote requests - Research products to find suitable materials - follow up with requester for approval of material options	No	Mutual	Hourly rate TBD	
4	Purchasing - Special Materials Requests	Research suppliers to find suitable partner	No	Mutual	Hourly rate TBD	
5	Purchasing - Special Materials Requests	Secure W-9 set up new vendor	No	Mutual	Hourly rate TBD	
6	Purchasing - Special Materials Requests	Negotiate pricing / payment terms for purchase	No	Mutual	Hourly rate TBD	
7	Purchasing - Special Materials Requests	Create and send purchase order to place order	No	Mutual	Hourly rate TBD	
8	Purchasing - Special Materials Requests	Follow purchase order status through to delivery	No	Mutual	Hourly rate TBD	
9	Purchasing - Special Materials Requests	Process receiving of materials, verifying accuracy of item and quantity - providing accounting with documentation to support payment to supplier	No	Mutual	Hourly rate TBD	
10	Purchasing - Special Materials Requests	Contact mutual regarding receipt of delivery	No	Mutual	Hourly rate TBD	
11	Purchasing - Special Materials Requests	Facilitate storage of non-inventory items if delivery to mutual is delayed	No	Mutual	Hourly rate TBD	
12	Purchasing - Special Materials Requests	Special Non-inventory purchase requests (generators, storage sheds, skylights, etc.)	No	Mutual	Hourly rate TBD	
13	Purchasing - Special Materials Requests	Returns of special non-inventory purchase requests, either due to defective merchandise, or change of plans.	No	Mutual	Hourly rate TBD	
14	Purchasing - Special Materials Requests	Special Inventory Purchase Requests to support projects (water heaters, fascia, range hoods)	No	Mutual	Hourly rate TBD	
15	Purchasing - Appliances	Facilitate SRO split billings on upgrade items, i.e. bottom freezer refrigerators	Yes	Mutual		

16	Purchasing - Appliances	Refrigerator Warranty Repair Requests, this involves calls to warranty repair company and shareholder, both to schedule and follow up that service was completed. Calling the front gate on the scheduled day of service to allow tech admittance to the community	Yes	Mutual		
17	Purchasing - Appliances	Provide cost of parts, age of machine versus cost of new machine when requesting Mutual officer Refrigerator Repair Parts or replacement authorization	Yes	Mutual		
18	Purchasing - Appliances	Updating tracking spreadsheet of all refrigerator repair requests, part requests, new unit order requests	Yes	Mutual		
19	Purchasing - Appliances	Laundry Warranty Repair Service Requests, calling the warranty repair company to schedule service Calling the front gate on the scheduled day of service to allow tech admittance to the community.	Yes	Mutual	75% participation cutoff/usage charge	
20	Purchasing - Appliances	Laundry Warranty Repair Parts Requests - requesting and coordinating the return of faulty parts for warranty replacement. Ordering and processing the receipt of warranty parts shipped.	Yes	Mutual		
21	Purchasing - Appliances	Source parts, request quotes for Laundry non- warranty repair parts	Yes	Mutual		
22	Purchasing - Appliances	Provide cost of parts, age of machine versus cost of new machine replacement when requesting Mutual officer Laundry Repair Part purchase authorization	Yes	Mutual		
23	Purchasing - Appliances	Track all costs associated with the repair of laundry machines, including freight to correctly charge all costs	Yes	Mutual		
24	Purchasing - Appliances	Obtain Mutual officer new laundry appliance authorization	Yes	Mutual		
25	Purchasing - Appliances	Request replacement SRO if new appliance purchase is authorized	Yes	Mutual		
26	Purchasing - Appliances	Updating tracking spreadsheet of all laundry repair requests, part requests, new unit order requests	Yes	Mutual		
27	Purchasing - Appliances	Initiate process to reverse incorrect SRO billings and create corrective SRO billings	Yes	Mutual		
28	Purchasing	Publish Monthly Price Lists	Yes	Mutua/Shareholder		

<b>29</b>	Purchasing	Communicate via President's Council all necessary material obsolescences or technology updates, providing impact to mutual in cost or benefit options. Collecting feedback or requests for additional information	Yes	Mutual		
<b>30</b>	Purchasing	Attend mutual meetings at the request of mutual officers for presentation and discussion on miscellaneous topics	Yes	Mutual		
<b>31</b>	Purchasing	Enter materials for all SROs	Yes	Mutual/Shareholder		
<b>32</b>	Purchasing	Coordinating Delivery/Pick-up/Payment of Storage POD rentals	No	Mutual	Hourly rate TBD	



#	Item	GRF Security Services	Standard Yes/No	Mt/Sh or GRF Service	Committee Comments	Staff Description
1	Incident Reports - daily review and disseminate reports to each mutual president	Director	Yes	GRF/Mutual	Each morning, including weekends. Review reports and forward to mutual presidents as draft, answer and possibly research any inquiries that are generated from those reports.	SA
2	Incident Reports - requirements of mutuals	Director	Yes	Mutual	Reports are changed to reflect needs of the Mutuals, such as adding areas to DOA reports.	SSD
3	Document member vs Mutual disputes		Yes	Mutual		SSD
4	Patrol Officer/Coin counting 3 officers two days per month	Patrol officers also collect coin laundry money, count and delivery to Finance Department.	Pending	GRF/Mutual	Per Mutuals Per # of machines	SO
5	Standby duty for Admin/Mutual meetings		Yes	GRF/Mutual		SO
6	Patrol Officer	Meet Mutual Director for vehicle tow's, take picture and write reports.	Yes	GRF/Mutual		SO
7	Paramedic report	Security / patrol officer	Yes	GRF/Mutual	Between 15 min and 1 hour to complete report	SO
8	Door openings	Security / patrol officer	Yes	GRF/Mutual	Typically 10 min	SO
9	Accidents	Security / Patrol officer	Yes	GRF/Mutual	30 min to 1 hour	SO
10	Injuries	Security / patrol office	Yes	GRF/Mutual	30 min to 1 hour	SO
11	Officers or Watch Commanders as available and assigned	THEFT REPORT: Patrol Officer completes Theft Report anytime Owner/Guest reports property taken.	Yes	Mutual	In completing the theft report the officer obtains the approximate time the theft occurred and if the property was locked up and if anyone saw or has more information as to a suspect. Also, the owner is encouraged to call and make a Police Report. If the stolen property is a bike, car or golf cart start a search of the surrounding area to see if item was misplaced or just taken for a joy ride.	SSD

<b>12</b>	Officers or Watch Commanders as available and assigned	TRAFFIC REPORT: All Traffic Accidents in Leisure World must be reported. Damage is accessed and documented. If GRF/Mutual property is damaged the appropriate Building Inspector will be notified to evaluate the Safety situation. In the event a GRF employee is involved the employee will be taken tested, also the Safety supervisor will be notified.	Yes	GRF/Mutual	The Traffic Accident Report documents the accident and records witness information and tells how the accident occurred. In the event a Golden Rain employee is involved no personnel information will be displayed. Car A is the hitter and the report will be forwarded along with pictures to the Transportation Department. Copies of the report may be obtained by filling out a Request form in Accounting.	SSD
<b>13</b>	Officers or Watch Commanders as available and assigned	Occupancy Agreement Form: This form is utilized by Mutual Administration mostly to verify who is living in a unit illegally.	Yes	GRF/Mutual	The Patrol Officer visits the requested address and ID's. the person in the unit against their drivers license and completes the form. In most cases it takes several visits at different times of the day and night to verify who is in the unit.	SSD
<b>14</b>	Officers or Watch Commanders as available and assigned	VANDALISM REPORT: Vandalism is considered a crime and the Police Department will investigate if reported. The main problem is that it is difficult to determine where the damage really happened in the case of a vehicle, bike or motorcycle.	Yes	GRF/Mutual	The Patrol Officer completes the form and takes pictures of the damage and interviews neighbors as to any suspicious people in the area. In talking to the owners of the damaged property encourage them to file a police report..	SSD
<b>15</b>	Pet Check		Yes	GRF/Mutual	Added at meeting 10/22/18	SO
<b>16</b>	DOA		Yes	GRF/Mutual		
<b>17</b>	Noise Check		Yes	GRF/Mutual		
<b>18</b>	Resident Check		Yes	GRF/Mutual		