

MUTUAL ADMINISTRATION COMMITTEE

Committee Meeting Agenda

Monday, May 8, 2023 - 1:00 P.M.

Administration Conference Room A / Via Zoom / Live Stream

This meeting may also be live streamed at www.lwsb.com.

The tab will be active 15 minutes prior to the start 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

A. Introduction of Guests and Staff

Marsha Gerber, GRF President

Jodi Hopkins, Mutual Administration Director

Ruben Gonzalez, Service Maintenance Director

Kevin Black, Physical Property Manager

Aaron Hensley, Service Maintenance Manager

Rosie Estrada, Stock Transfer Manager

Robann Arshat, Member Resource Liaison

Ripa Barua, Recording Secretary

B. Rules of Order

C. Chair's Report

4. Member Comments *(Limited to 3 minutes per person)*

5. Approval of Minutes

A. Minutes of Regular Meeting, April 10, 2023 (pp. 1-6)

6. Correspondence (n/a)

7. Staff Reports

A. Mutual Administration Director (pp. 7-10)

Ms. Jodi Hopkins

B. Stock Transfer (pp. 11-18)

Ms. Rosie Estrada

C. Member Resources & Assistant Liaison (pp. 19-21)

Ms. Robann Arshat

D. Service Maintenance Director (pp. 22-24)

Mr. Ruben Gonzalez

E. Service Maintenance Manager (pp. 25-27)

Mr. Aaron Hensley

F. Physical Property Manager (pp. 28-30)

Mr. Kevin Black



8. Unfinished Business

- A. Update on SRO backlog (pp. 31)
- B. Update on HomeWiseDocs (pp. 32)

Ms. Mallorie Hall
Ms. Acacia Young

9. New Business

- A. No New Business

10. Governing Document (n/a)

11. Future Agenda Items

- A. Update on HomeWiseDocs
- B. Update on SRO Backlog

12. President's Comments

13. Next Meeting Date

- JUNE MEETING CANCELLED

14. Adjournment

Please be courteous and respectful to other members, the Board of Directors, and representatives from Management at all times. We ask that you do not raise hands or interrupt the Committee or anyone else who may be speaking. **A member not adhering to these protocols and/or who becomes unruly may be asked to leave the meeting. Failure to comply will result in a special hearing with the Board where disciplinary action may be taken.**

CHAIR'S REPORT

The Chair advised that all shareholders are welcome to make comments, introduced the Mutual Administration Committee, and what is expected of staff and committee members.

SHAREHOLDER/MEMBER COMMENTS

Several shareholders made comments.

APPROVAL OF MINUTES

The minutes of the March 13, 2023, meeting was approved, as presented.

CORRESPONDENCE (n/a)

STAFF REPORTS

Member Resources & Assistant Liaison

The Member Resources Liaison presented the Member Resources Liaison report and the June 2023 Expo.

Following questions, Member Resources Liaison left at 1:21 p.m.

Mutual Administration Director

The Recording Secretary presented the Budget Variance Report, Budget Comparison Report, Letters Report, and Collections Report on behalf of the Mutual Administration Director for Mutual Administration.

Stock Transfer Manager

The Stock Transfer Manager presented the Budget Variance Report, Budget Comparison Report, Escrow Report, Trust Review Report, Registration Report, and Transfer report for Stock Transfer.

Service Maintenance Director

The Service Maintenance Director presented the Budget Variance Report and Budget Comparison Report for Service Maintenance.

Service Maintenance Manager

The Service Maintenance Manager presented the Open Service Repair Orders (SROs), the Year to Date (YTD) Service Repair Orders, and SRO Completion Index.

The Mutual Administration Director entered the meeting at 1:54 p.m.

The Committee requested changes to the Budget Variance Reports. The Committee would like Monthly Variances (column 2) to reflect the notable variances for the month of the report; that Column 3 "Reason" be removed as it doesn't provide any explanation; the Explanation (was column 4 but will become column 3) refers to the year-to-date variance; and that the notable year-to-date variance amounts be Included in the last column YTD Variance(will become column 4).

Physical Property Manager

The Physical Property Manager presented the Physical Property Escrow Activity Report, the Permit Report, and the Fire Inspections Report.

UNFINISHED BUSINESS

Update on SRO Backlog

The Sr. Director of Member Services submitted an update on the SRO backlog.

The Committee requested that the Sr. Director of Member Services, Mallorie Hall attend the next Committee meeting to provide an update on the SRO backlog.

Discuss and vote to send HomeWiseDocs fees to Finance Committee

Ms. Thompson MOVED, seconded by Ms. Jacqueline and carried unanimously.

TO recommend that the Finance Committee approve the proposed fee schedule for HomeWiseDocs, leaving all the fees the same as previously proposed except that the Notice of Intent to Withdraw fee will be zero.

Update of HomeWiseDocs

Following questions, the Physical Property Manager left the meeting at 2:29 p.m.

The GRF President left the meeting at 2:29 p.m. and returned at 2:32 p.m.

The Sr. Director of Internal Operations provided an update on HomeWiseDocs.

NEW BUSINESS (n/a)

Discuss Offices being Closed During Lunchtime

The Committee Chair advised that this is not a MAC Committee issue but a GRF Administration Committee issue and will be forwarded to them.

GOVERNING DOCUMENTS (n/a)

FUTURE AGENDA ITEMS

It was the consensus of the committee to include the below listed items on the next Committee meeting agenda:

1. Update on HomeWiseDocs
2. Update on SRO Backlog

PRESIDENT'S COMMENTS

The President commented on various items pertaining to the agenda throughout the meeting.

NEXT MEETING

A. Monday, May 8, 2023, at 1:00 p.m. Administration Conference Room A / Zoom

ADJOURNMENT

Chair Geffner adjourned the meeting at 2:35 p.m.

Sandy Geffner, Chair
MUTUAL ADMINISTRATION COMMITTEE
rb 04/10/23

(These are tentative minutes subject to approval by the Mutual Administration Committee at the next regular meeting.)



MUTUAL ADMINISTRATION COMMITTEE

SUMMARY REPORT Monday, April 10, 2023 1:00 p.m.

Action/Request	Person Resp.	Cmte. Referral	FC	BOD	Comments
1. <u>APPROVAL OF MINUTES</u> The minutes of the March 13, 2023, meeting was approved, as presented.	Recording Secretary				
2. STAFF REPORTS: <u>MUTUAL ADMINISTRATION DIRECTOR</u> The Recording Secretary presented the Budget Variance Report, Budget Comparison Report, Letters Report, and Collections Report on behalf of the Mutual Administration Director for Mutual Administration.	Mutual Administration Director				
3. STAFF REPORTS: <u>STOCK TRANSFER MANAGER</u> The Stock Transfer Manager presented the Budget Variance Report, Budget Comparison Report, Escrow Report, Trust Review Report, Registration Report, and Transfer report for Stock Transfer.	Mutual Administration Director Stock Transfer Manager				
4. STAFF REPORTS: <u>MEMBER RESOURCES & ASSISTANT LIAISON</u> The Member Resources Liaison presented the Member Resources Liaison report and the June 2023 Expo.	Member Resources Liaison				
5. STAFF REPORTS: <u>SERVICE MAINTENANCE DIRECTOR</u> The Service Maintenance Director presented the Budget Variance Report and Budget Comparison Report for Service Maintenance.	Service Maintenance Director				
6. STAFF REPORTS: <u>SERVICE MAINTENANCE MANAGER</u> The Service Maintenance Manager presented the Open Service Repair Orders (SROs), the Year to Date (YTD) Service Repair Orders, and SRO Completion Index.	Service Maintenance Manager				

MUTUAL ADMINISTRATION COMMITTEE

Action/Request	Person Resp.	Cmte. Referral	FC	BOD	Comments
7. STAFF REPORTS: <u>PHYSICAL PROPERTY MANAGER</u> The Physical Property Manager presented the Physical Property Escrow Activity report, the Permit Report, and the Fire Inspections Report.	Physical Property Manager				
8. UNFINISHED BUSINESS: <u>UPDATE ON SRO BACKLOG</u> The Director of Finance submitted an update on the SRO backlog.	Director of Finance				
9. UNFINISHED BUSINESS: <u>DISCUSS AND VOTE TO SEND HOMEWISEDOCS FEES TO FINANCE COMMITTEE</u> TO recommend that the Finance Committee approve the proposed fee schedule for HomeWiseDocs, leaving all the fees the same as previously proposed except that the Notice of Intent to Withdraw fee will be zero.	Sr. Director of Internal Operations		X		
10. UNFINISHED BUSINESS: <u>UPDATE ON HOMEWISEDOCS</u> The Sr. Director of Internal Operations provided an update on HomeWiseDocs.	Sr. Director of Internal Operations				
11. NEW BUSINESS: <u>DISCUSS OFFICES BEING CLOSED DURING LUNCHTIME</u> The Committee Chair advised that this is not a MAC Committee issue but a GRF Administration Committee issue and will be forwarded to them.	Recording Secretary	X			
FUTURE AGENDA ITEMS: The Committee concurred to add future agenda items: <ol style="list-style-type: none"> 1. Update on HomeWiseDocs 2. Update on SRO Backlog 					

Budget Variance Report
CC 545 - Mutual Administration
March 2023

[illegible]

P.O. Box 2069
Seal Beach CA 90740

Mar Actuals	Mar Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
Expenses - Mutual Administration								
33,909	44,061	10,152		Salaries & Wages Mutual Administration	95,610	124,521	28,911	498,085
2,681	3,333	652		Employment Taxes Mutual Administration	8,302	10,616	2,314	38,601
1,011	1,744	733	6142000 545	Workers' Compensation - Mutual Admin	3,146	5,232	2,086	16,295
2,675	5,802	3,127		Group Ins - Medical Mutual Administratio	10,468	17,406	6,938	69,624
(20)	71	91	6143300 545	Group Insurance - Dental - Mutual Admin	118	213	95	852
19	55	36	6143500 545	Group Insurance - Vision - Mutual Admin	100	165	65	660
588	1,241	653	6144000 545	401(k) Match - Mutual Admin	1,786	3,507	1,721	14,028
124	188	64	6145000 545	Group Insurance - Life - Mutual Admin	511	564	53	2,256
71	220	149	6146000 545	Long Term Disability Insurance - Mutual	339	660	321	2,640
0	0	0	6211000 545	Continuing Education - Mutual Admin	0	680	680	2,179
5,234	0	(5,234)	6213100 545	Agency / Independent Contractor Fees - M	18,771	0	(18,771)	0
0	500	500	6214000 545	Meals & Special Events - Mutual Admin	0	1,500	1,500	5,250
0	13	13	6215000 545	Mileage - Mutual Admin	16	39	23	170
701	300	(401)	6410000 545	Materials & Supplies - Mutual Admin	2,169	900	(1,269)	3,600
9	0	(9)	6410010 545	Hospitality - Mutual Admin	79	0	(79)	0
2,189	0	(2,189)	6410015 545	Computer Supplies - Mutual Admin	2,189	200	(1,989)	700
0	0	0	6410025 545	Lunch Room Supplies - Mutual Admin	68	0	(68)	0
160	0	(160)	6410030 545	Printer / Copier Supplies - Mutual Admin	567	390	(177)	780
50	0	(50)	6422000 545	Telephone - Mutual Admin	150	0	(150)	0
0	2,000	2,000	6434120 545	Legal/Fair Housing - Mutual Admin	0	7,000	7,000	25,000
20	667	647	6438000 545	Other Professional Services - Mutual Adm	540	1,384	844	7,385
0	130	130	6481000 545	Computer Maintenance & Software - Mutual	5,180	6,465	1,285	7,737
0	0	0	6481500 545	Community Entertainment - Mutual Admin	0	0	0	910
0	795	795	6482000 545	Dues, Memberships & Books - Mutual Admin	0	935	935	1,565
49,422	61,120	11,698		Total Expenses	150,109	182,377	32,268	698,317
58,193	58,193	0	5330000 545	Income / Refund from Mutuals - Mutual Ad	174,579	174,579	0	698,317
58,193	58,193	0		Total Cost Recovery	174,579	174,579	0	698,317
Off Budget Items								
8,771	(2,927)	11,698		Net Income / (Expense)	24,470	(7,798)	32,268	0

Mutual Administration

April 2023 - Monthly Reports

LETTERS

MUTUAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
1 One	3	18	17	31									69
2 Two	1	13	6	2									22
3 Three	7	17	9	1									34
4 Four	2	7	58	21									88
5 Five	4	2	7	8									21
6 Six	3	2	2	4									11
7 Seven	3	6	5	0									14
8 Eight	10	4	4	2									20
9 Nine	5	0	9	4									18
10 Ten	4	3	3	3									13
11 Eleven	4	3	0	3									10
12 Twelve	2	8	6	3									19
14 Fourteen	11	11	3	33									58
15 Fifteen	3	5	0	10									18
16 Sixteen	1	3	1	2									7
17 Seventeen	6	1	2	9									18
2023 Totals:	69	103	132	136									440
2022 Totals:	58	127	162	105	85	164	115	113	143	75	126	118	1,391
Legal	67	66	65	66									264
Insurance	8	8	8	8									32

**Mutual Administration
April 2023 - Monthly Reports**

COLLECTIONS (Legal Fees, SRO's, Late Fees, Etc.)

MUTUAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
One	\$743	\$743	\$0	\$0									\$1,486
Two	\$642	\$642	\$0	\$1,657									\$2,941
Three	\$1,309	\$692	\$0	\$7,155									\$9,156
Four	\$2,483	\$2,031	\$200	\$4,032									\$8,747
Five	\$4,405	\$5,894	\$466	\$381									\$11,146
Six	\$631	\$2,387	\$11	\$712									\$3,741
Seven	\$3,155	\$4,004	\$0	\$0									\$7,159
Eight	\$4,164	\$5,312	\$0	\$0									\$9,476
Nine	\$3,582	\$5,360	\$112	\$1,071									\$10,125
Ten	\$648	\$648	\$34	\$0									\$1,330
Eleven	\$3,534	\$2,693	\$0	\$24									\$6,250
Twelve	\$719	\$2,193	\$1,304	\$0									\$4,216
Fourteen	\$1,466	\$6,846	\$0	\$0									\$8,311
Fifteen	\$6,301	\$1,425	\$0	\$0									\$7,726
Sixteen	\$661	\$1,313	\$0	\$575									\$2,550
Seventeen	\$4,614	\$2,691	\$5,929	\$0									\$13,234
COLLECTED	\$39,058	\$44,873	\$8,055	\$15,607	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$107,592
2022 Collections	\$49,488	\$33,661	\$30,797	\$35,805	\$28,286	\$41,703	\$56,774	\$52,701	\$39,983	\$55,068	\$27,708	\$34,621	\$486,595

Collections through '23	\$107,592.49
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Budget Variance Report
CC 533 - Stock Transfer
March 2023

[illegible]

P.O. Box 2069
Seal Beach CA 90740

Mar Actuals	Mar Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
Expenses - Stock Transfer								
17,306	26,221	8,915		Salaries & Wages Stock Transfer	43,414	74,103	30,689	296,412
1,325	1,983	658		Employment Taxes Stock Transfer	3,758	6,410	2,652	23,225
103	181	78	6142000 533	Workers' Compensation - Stock Transfer	325	543	218	1,694
1,133	4,166	3,033		Group Ins - Medical Stock Transfer	3,400	12,498	9,098	49,992
15	55	40	6143300 533	Group Insurance - Dental - Stock Transfe	44	165	121	660
8	36	28	6143500 533	Group Insurance - Vision - Stock Transfe	25	108	83	432
137	975	838	6144000 533	401(k) Match - Stock Transfer	254	2,755	2,501	11,019
47	112	65	6145000 533	Group Insurance - Life - Stock Transfer	142	336	194	1,344
42	131	89	6146000 533	Long Term Disability Insurance - Stock T	127	393	266	1,572
50	0	(50)	6211000 533	Continuing Education - Stock Transfer	50	0	(50)	1,638
6,662	1,000	(5,662)	6213100 533	Agency / Independent Contractor Fees - S	19,810	1,000	(18,810)	10,000
79	0	(79)	6214000 533	Meals & Special Events - Stock Transfer	79	0	(79)	0
219	292	73	6410000 533	Materials & Supplies - Stock Transfer	219	876	657	3,500
0	20	20	6410010 533	Hospitality - Stock Transfer	0	60	60	240
1,605	100	(1,505)	6410015 533	Computer Supplies - Stock Transfer	1,605	200	(1,405)	600
160	150	(10)	6410030 533	Printer / Copier Supplies - Stock Transf	160	500	340	2,000
0	0	0	6410032 533	Photo ID Printing - Stock Transfer	0	0	0	4,000
0	0	0	6410033 533	Guest Pass Printing - Stock Transfer	0	0	0	11,000
50	0	(50)	6422000 533	Telephone - Stock Transfer	150	0	(150)	0
5,225	3,000	(2,225)	6434115 533	Legal Fees - Trust Review - Stock Transf	9,556	7,000	(2,556)	29,500
267	333	66	6435100 533	Bank Service Fees - Stock Transfer	1,266	999	(267)	4,000
198	198	0	6444000 533	Equipment Rental - Stock Transfer	593	594	1	2,459
0	200	200	6472000 533	Equipment Repair & Maintenance - Stock T	0	200	200	500
0	100	100	6478000 533	Service Contracts - Stock Transfer	0	658	658	1,558
0	100	100	6481000 533	Computer Maintenance & Software - Stock	0	300	300	1,200
45	0	(45)	6482000 533	Dues, Memberships & Books - Stock Transf	45	0	(45)	290
1,813	0	(1,813)	6482500 533	Election Expense - Stock Transfer	4,516	0	(4,516)	42,223
0	0	0	6491000 533	Miscellaneous Writeoffs - Stock Transfer	250	0	(250)	0
36,490	39,353	2,863		Total Expenses	89,790	109,698	19,908	501,058
Other Cost Recovery								
12,600	24,000	(11,400)	5345000 533	Certificate Preparation Fee - Escrow - S	36,300	72,000	(35,700)	288,000
3,900	3,000	900	5345001 533	Certificate Preparation Fee - Non-Escrow	9,300	9,000	300	36,000
3,900	3,300	600	5380332 533	Trust Processing Fee - Stock Transfer	11,370	9,900	1,470	39,600
240	250	(10)	5380333 533	Member ID Card Replacement Income - Stoc	720	750	(30)	3,000
5	25	(20)	5380334 533	Map Sales Income - Stock Transfer	20	75	(55)	300
500	2,500	(2,000)	5380336 533	Lost Member ID Card - Escrow - Stock Tra	2,500	7,500	(5,000)	30,000
860	530	330	5385000 533	Other Income - Stock Transfer	3,080	1,590	1,490	6,360
22,005	33,605	(11,600)		Total Other Cost Recovery	63,290	100,815	(37,525)	403,260

04/12/2023
4:58 PM

1020 Golden Rain Foundation
Budget Comparison - GRF
03/31/2023

Page: 21

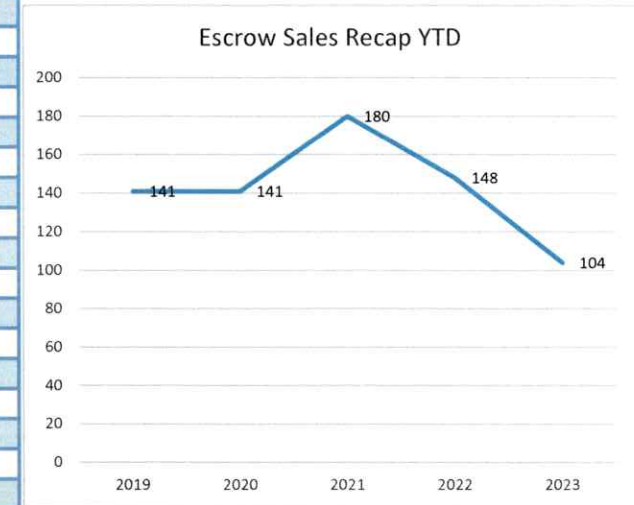
P.O. Box 2069
Seal Beach CA 90740

Mar Actuals	Mar Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
8,150	8,150	0	5330000 533	Income / Refund from Mutuals - Stock Tra	24,450	24,450	0	97,798
30,155	41,755	(11,600)		Total Cost Recovery	87,740	125,265	(37,525)	501,058
				Off Budget Items				
(6,335)	2,402	(8,737)		Net Income / (Expense)	(2,050)	15,567	(17,617)	0

Stock Transfer **April 2023 - Monthly Reports**

ESCROW

MUTUAL		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
1	One	4	4	1	2									11
2	Two	4	2	2	10									18
3	Three	1	3	2	2									8
4	Four	0	3	0	2									5
5	Five	2	0	0	4									6
6	Six	1	2	2	3									8
7	Seven	0	2	0	1									3
8	Eight	1	1	0	1									3
9	Nine	1	4	1	6									12
10	Ten	2	1	3	0									6
11	Eleven	0	2	1	3									6
12	Twelve	0	2	1	1									4
14	Fourteen	0	1	3	2									6
15	Fifteen	0	1	3	2									6
16	Sixteen	0	0	0	0									0
17	Seventeen	0	0	2	0									2
TOTALS:		16	28	21	39	0	0	0	0	0	0	0		104
MLS Active Listings at time of report		51	51	51	60									



ESCROW RECAP	SALES		YTD Percentage Comparisons			Avg Price Per Home	Price % Change Per Year
	Sales	Total		Sales	Prices		
Total through April 2023	104	\$ 35,173,700	2023			\$ 338,209	1.70%
Total through April 2022	148	\$ 49,217,500	2022	-30%	-29%	\$ 332,551	23.26%
Total through April 2021	180	\$ 48,563,241	2021	-18%	1%	\$ 269,796	11.87%
Total through April 2020	141	\$ 34,003,762	2020	28%	43%	\$ 241,161	-0.94%
Total through April 2019	141	\$ 34,326,978	2019	0%	-1%	\$ 243,454	

Stock Transfer
April 2023 - Monthly Reports

ATTORNEY TRUST REVIEWS

MUTUAL		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
1	One	3	3	3	1									10
2	Two	2	2	3	4									11
3	Three	1	2	2	4									9
4	Four	1	1	1	1									4
5	Five	1	1	2	1									5
6	Six	2	3	0	1									6
7	Seven	4	0	1	1									6
8	Eight	2	0	0	1									3
9	Nine	2	4	0	2									8
10	Ten	0	2	2	1									5
11	Eleven	1	1	2	1									5
12	Twelve	1	1	1	0									3
14	Fourteen	1	0	1	0									2
15	Fifteen	2	7	2	4									15
16	Sixteen	0	0	0	0									0
17	Seventeen	1	0	0	0									1
Totals:		24	27	20	22	0	0	0	0	0	0	0	0	93

Trust Reviews through April 2023:	93	-35.42%
Trust Reviews through April 2022:	144	

Stock Transfer

As of April 2023 - Monthly Reports

REGISTRATIONS

MUTUAL		CAREGIVERS	DOGS	CATS	OTHERS	SERVICE	ESA
1	One	32	17	8	3	1	9
2	Two	43	27	6	0	0	2
3	Three	38	19	5	2	0	1
4	Four	23	14	7	0	0	2
5	Five	25	22	4	1	1	4
6	Six	30	28	5	0	0	2
7	Seven	25	17	4	0	0	3
8	Eight	6	9	5	2	0	2
9	Nine	46	8	4	2	0	2
10	Ten	12	20	6	0	0	1
11	Eleven	16	23	2	0	0	1
12	Twelve	35	56	29	0	1	15
14	Fourteen	34	44	18	3	1	2
15	Fifteen	61	72	28	7	0	11
16	Sixteen	1	4	9	0	0	1
17	Seventeen	2	3	3	2	0	0
Totals:		429	383	143	22	4	58

Total Pets & Animals:

610

Stock Transfer

April 2023 - Monthly Reports

TRANSFERS

TYPE OF TRANSFER	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
SIMPLE TRANSFERS	1	17	14	7									39
MEMBERSHIP TRANSFERS	4	3	1	3									11
Totals:	5	20	15	10	0	0	0	0	0	0	0	0	50
2022 Totals:	21	15	16	17	9	17	4	19	28	11	20	17	194

Simple Transfers include name changes, adding or removing of nonresident co-owners, and removal of owner members.

Membership Transfers are the addition of new owner members on title.

Category	Item Name	Vendor	Current Price	Net Sales					
				Avg. Price	Sold Qty.	Weight Qty.	Amt.	Cost	Margin
STO	Certificate Prep Fee		\$300.00	\$293.75	8.00		\$2,350.00	\$0.00	100.00 %
	Co-Occupant		\$4,831.00	\$4,654.33	3.00		\$13,963.00	\$0.00	100.00 %
	Co-Occupant Setup Fee		\$120.00	\$113.33	3.00		\$340.00	\$0.00	100.00 %
	Legal Review of PACO Fee		\$90.00	\$90.00	8.00		\$720.00	\$0.00	100.00 %
	Legal Review Trust Fee		\$150.00	\$150.00	22.00		\$3,300.00	\$0.00	100.00 %
	Lost ID Card Fee		\$20.00	\$20.00	7.00		\$140.00	\$0.00	100.00 %
	Map Non-Shareholders		\$1.00	\$1.00	4.00		\$4.00	\$0.00	100.00 %
	Member TRF Inspection 250		\$250.00	\$250.00	1.00		\$250.00	\$0.00	100.00 %
	Membership		\$4,831.00	\$4,566.00	2.00		\$9,132.00	\$0.00	100.00 %
	Mutual 17 Renter Annual Payment		\$580.00	\$580.00	1.00		\$580.00	\$0.00	100.00 %
	Mutual 9 Buyer Premium Fee		\$750.00	\$750.00	1.00		\$750.00	\$0.00	100.00 %
	NBO Fee M5		\$750.00	\$750.00	3.00		\$2,250.00	\$0.00	100.00 %
	NBO Fee M9		\$750.00	\$750.00	1.00		\$750.00	\$0.00	100.00 %
	NBO Fee M10		\$500.00	\$500.00	1.00		\$500.00	\$0.00	100.00 %
	NBO Fee M11		\$750.00	\$750.00	3.00		\$2,250.00	\$0.00	100.00 %
	NBO Fee M14		\$500.00	\$500.00	1.00		\$500.00	\$0.00	100.00 %
	NBO Fee M2		\$750.00	\$750.00	5.00		\$3,750.00	\$0.00	100.00 %
	NBO Fee M6		\$750.00	\$750.00	3.00		\$2,250.00	\$0.00	100.00 %
	Nonsurrender GRF ID Cards Fee		\$500.00	\$500.00	1.00		\$500.00	\$0.00	100.00 %
	Nonsurrender Renter Decal Fee		\$100.00	\$100.00	1.00		\$100.00	\$0.00	100.00 %
	Renter GRF ID Cards Deposit		\$500.00	\$500.00	1.00		\$500.00	\$0.00	100.00 %
	Stock Transfer Office - Rental Processing Fee		\$500.00	\$500.00	3.00		\$1,500.00	\$0.00	100.00 %
	TPUF Fee		\$4,831.00	\$4,831.00	2.00		\$9,662.00	\$0.00	100.00 %
	Transfer Inspection Fee M10		\$250.00	\$250.00	1.00		\$250.00	\$0.00	100.00 %
	Transfer Mutual 02 Escape Tax		\$5,000.00	\$5,000.00	1.00		\$5,000.00	\$0.00	100.00 %
	Total				87.00		\$61,291.00	\$0.00	
Total					87.00		\$61,291.00	\$0.00	

MEMBER RESOURCES & ASSISTANCE LIAISON

April 2023

MUTUAL		NEW Files	CLOSED Files	HOME VISITS BY COA	OFFICE VISITS	CALLS	COUNTY REPORT S	RESOURC E INFORMATI ON	REFERRALS to SS Team	MUTUAL REFERRA L
1	One	2	1	4	1	12	1	12	1	1
2	Two	1	6	9	0	17	0	4	1	0
3	Three	1	4	5	1	3	0	1	1	1
4	Four	0	2	9	0	7	0	4	0	0
5	Five	2	1	4	13	21	0	18	3	1
6	Six	1	1	1	3	5	0	7	1	0
7	Seven	2	0	0	3	6	0	5	1	0
8	Eight	1	1	0	1	7	1	5	0	1
9	Nine	0	1	2	0	2	0	2	0	0
10	Ten	0	0	1	0	2	0	2	0	0
11	Eleven	1	1	3	0	6	0	4	1	0
12	Twelve	2	2	4	1	13	0	5	2	2
14	Fourteen	2	2	4	0	2	0	0	2	2
15	Fifteen	2	0	0	1	2	0	3	2	1
16	Sixteen	0	0	0	0	0	0	0	0	0
17	Seventeen	0	0	0	0	0	0	0	0	0
Walk Ins					22			22		
Totals 2023:		17	22	46	46	105	2	94	15	9
Totals 2022:		17	10	0	27	126	19	75	3	11

Cases of Food Delivered: 197

Projects:

- Expo – Invitations went out; 35 booths already filled; working on presentations & setting up a virtual dementia tour
- Silverado – Virtual Dementia Tour at the Life Options Expo -Teri Siplivy & Minnie Domingo and Jeri Dolch, Jodi Hopkins
- Optum – Sarah White: brainstorm how to market our join workshops & support groups. Pitched to Optum to have an “Optum
- Alzheimer’s OC Grant Rollout – Mtg with Mark Odom & Tarah McNulty (News article will be out April/May)
- Recreated Expo file
- Reneu Health – Physical Literacy & Fall Prevention workshop every 1st Wednesday starting May 3.
- UC Irvine Mind - (in the works) Workshops presenting specific topics that affect the brain: lifestyle , genetics, sleep etc.

Resources Development:

- Community Legal Aid SoCal –
- Newport Memory Care AL – Michele Goodney
- Angel Connection Home Care – Olive Ibanez
- Cinta Hospice – Lisa Doyle Colavita – also with Office on Aging can do Matter of balance class; and Parkinson support group
- Lucent Hospice – Arthur & Kevin presenters; (family owned)
- NPRA conference – Trends in Senior Care Event – Serving the boomer Population.
- Accent Care Hospice & Palliative – Joey Cerpa
- Safety First Medical Alert – Ann Smith
- Pop In Care homecare; merged with Parentis – Anise Potjes
- Seal Beach Rehab (SNF) – Robert Aragon
- Home Matters homecare – Braulio Arling & Sean Souza
- Oakmont Assisted Living – Cynthia Espinoza
- **Member Resources Moved to new office April 18th**
- Dignity Memorial – Susan Papiri
- Rowntree AL – Tiffany Ward
- Alzheimer’s Family Center Adult Day Care – Linda Tinoco
- Emerald Court – Tess Berry
- Beach Terrace Memory Care - Kristina Schug

Continued county and Agency Referrals:

- APS
 - Public Guardian & Fiduciary
 - Alzheimer's OC
 - Council on Aging
 - Pathways
 - Cal-Fresh & Food Bank
- Meals On Wheels LB
 - City of SB Shuttle Bus

Budget Variance Report
CC 574 - Service Maintenance
March 2023

GL	Monthly Variance	Reason	Explanation	YTD Variance
6100000 Salaries & Wages	\$16,491.00	Other - See Notes	2 Open positions	\$48,733.00
6140000 Employment Taxes	\$1,457.00	Other - See Notes	Same as salaries	\$4,122.00
6142000 Workers' Compensation	\$4,589.00	Budget Miss - Over Budgeted	Actual premiums < Budget	\$12,810.00
6143000 Group Insurance - Medical	\$6,554.00	Budget Miss - Over Budgeted	Actual premiums < Budget	\$18,775.00
6144000 401(k) Match	\$2,840.00	Budget Miss - Over Budgeted	New hires unable to contribute during their first year.	\$7,126.00
6146000 Long Term Disability Insurance	\$275.00	Budget Miss - Over Budgeted	Actual premiums < Budget	\$870.00
6211000 Continuing Education	\$1,000.00	Other - See Notes	Certification course to be scheduled later in the year.	\$1,000.00
6217000 Uniforms & Laundry	\$557.00	Other - See Notes	Open positions	\$1,358.00
6410000 Materials & Supplies	-\$989.00	Budget Miss - Under Budgeted	Materials to build a new work station at Service Maint. for the GRF Resolution Clerk	-\$765.00
6410021 Field Supplies	-\$764.00	Other - See Notes	Backlog of non-billable materials request tickets processed by Purchasing.	-\$2,927.00
6420100 Electricity	-\$70.00	Budget Miss - Under Budgeted	Usage > Budget	-\$1,079.00
6472000 Equipment Repair & Maintenance	\$1,705.00	Budget Miss - Over Budgeted	Ongoing maintenance expected to be done on Technicians Cushman trucks.	\$3,702.00
5891000 SRO Labor Cost Recovery	\$4,818.00	Budget Miss - Over Budgeted	Delegation of additional techs IOT meet GRF project deadlines; non-billable training periods for new hires.	-\$36,117.00
	\$38,463.00			\$57,608.00
Monthly Financial Variance	\$37,970.00		YTD Financial Variance	\$58,635.00

\$1,027.00

-\$1,027.00

P.O. Box 2069
Seal Beach CA 90740

Mar Actuals	Mar Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
Expenses - Service Maintenance								
162,282	178,773	16,491		Salaries & Wages Service Maintenance	456,495	505,228	48,733	2,020,913
11,840	13,297	1,457		Employment Taxes Service Maintenance	38,757	42,879	4,122	155,128
6,001	10,590	4,589	6142000 574	Workers' Compensation - Service Maintena	18,960	31,770	12,810	98,931
19,561	26,115	6,554		Group Ins - Medical Service Maintenance	59,570	78,345	18,775	313,380
384	355	(29)	6143300 574	Group Insurance - Dental - Service Maint	1,065	1,065	0	4,260
180	224	44	6143500 574	Group Insurance - Vision - Service Maint	541	672	131	2,688
3,471	6,311	2,840	6144000 574	401(k) Match - Service Maintenance	10,710	17,836	7,126	71,343
673	754	81	6145000 574	Group Insurance - Life - Service Mainten	1,969	2,262	293	9,048
604	879	275	6146000 574	Long Term Disability Insurance - Service	1,767	2,637	870	10,548
0	1,000	1,000	6211000 574	Continuing Education - Service Mainten	0	1,000	1,000	2,479
0	0	0	6214000 574	Meals & Special Events - Service Maint	0	0	0	600
50	40	(10)	6215000 574	Mileage - Service Maintenance	50	120	70	480
483	1,040	557	6217000 574	Uniforms & Laundry - Service Maintenance	1,762	3,120	1,358	12,480
1,101	112	(989)	6410000 574	Materials & Supplies - Service Mainten	1,101	336	(765)	1,344
0	65	65	6410005 574	Building Supplies - Service Maintenance	0	195	195	825
271	210	(61)	6410010 574	Hospitality - Service Maintenance	564	630	66	2,520
401	100	(301)	6410015 574	Computer Supplies - Service Maintenance	401	300	(101)	1,200
0	125	125	6410020 574	Equipment Expense - Service Maintenance	0	375	375	1,500
3,680	2,916	(764)	6410021 574	Field Supplies - Service Maintenance	11,675	8,748	(2,927)	35,000
1,534	1,250	(284)	6410022 574	Tool Expense - Service Maintenance	4,111	3,750	(361)	15,000
0	10	10	6410025 574	Lunch Room Supplies - Service Maintenan	0	30	30	120
329	120	(209)	6410030 574	Printer / Copier Supplies - Service Main	329	360	31	1,440
1,675	1,605	(70)	6420100 574	Electricity - Service Maintenance	5,850	4,771	(1,079)	20,034
95	110	15	6422000 574	Telephone - Service Maintenance	245	330	85	1,320
244	244	0	6444000 574	Equipment Rental - Service Maintenance	731	732	1	3,033
0	109	109	6471000 574	Building Repair & Maintenance - Service	0	327	327	1,308
295	2,000	1,705	6472000 574	Equipment Repair & Maintenance - Service	2,298	6,000	3,702	24,000
82	82	0	6477210 574	Pest Control - Service Maintenance	246	246	0	1,033
0	0	0	6478000 574	Service Contracts - Service Maintenance	40	0	(40)	950
0	0	0	6482000 574	Dues, Memberships & Books - Service Main	0	0	0	359
132	33	(99)	6483110 574	Diesel Fuel - Service Maintenance	132	99	(33)	396
0	51	51	6484000 574	Permits & Licenses - Service Maintenance	173	153	(20)	612
0	0	0	6491000 574	Miscellaneous Writeoffs - Service Mainte	24	0	(24)	0
(1)	0	1	6911500 574	Inventory Over / Short - Service Mainten	(1)	0	1	0
215,368	248,520	33,152		Total Expenses	619,564	714,316	94,752	2,814,272
Other Cost Recovery								
128,834	124,016	4,818	5891000 574	SRO Labor Cost Recovery - Service Mainte	336,316	372,432	(36,117)	1,441,937
128,834	124,016	4,818		Total Other Cost Recovery	336,316	372,432	(36,117)	1,441,937

P.O. Box 2069
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Mar Actuals	Mar Budget	Budget Variance	Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance	Annual Budget
114,180	114,180	0	5330000 574	Income / Refund from Mutuals - Service M	342,540	342,540	0	1,372,335
243,014	238,196	4,818		Total Cost Recovery	678,856	714,972	(36,117)	2,814,272
27,646	(10,324)	37,970		Net Income / (Expense) Before Off Budget	59,291	656	58,635	0
				Off Budget Items				
108,053	0	108,053		Material Recovery	157,726	0	157,726	0
106,108	0	(106,108)	6415000 574	Materials Pass-Thru - Service Maintenanc	157,122	0	(157,122)	0
1,690	0	(1,690)	8110000 574	Depreciation Expense - Service Maintenan	5,069	0	(5,069)	0
255	0	255		Total Off Budget Items	(4,466)	0	(4,466)	0
27,902	(10,324)	38,226		Net Income / (Expense)	54,825	656	54,169	0



OPEN SRO REPORT

TO: MUTUAL ADMINISTRATION COMMITTEE
FROM: AARON HENSLEY, SERVICE MAINTENANCE MANAGER
SUBJECT: APRIL 2023 OPEN SRO REPORT
DATE: 4/30/2023

MONTH SRO WAS CREATED	STILL OPEN AS OF FEB 2023	STILL OPEN AS OF MAR 2023	STILL OPEN AS OF APR 2023	Additional Information
SEPT 2022	43	38	10	GRF SROs
OCT 2022			75	67 GRF SROs / 8 Mutual Skylight Backorders
NOV 2022	468	189	94	GRF SROs
DEC 2022	661	361	131	GRF SROs
JAN 2023	1,102	586	183	Processing Backlog / GRF SROs
FEB 2023	-	724	372	
MAR 2023	-	-	220	
TOTAL	2,395	1,898	1,085	

NOTE: All SROs labeled complete, backordered, or ready to invoice, have been removed from this report.

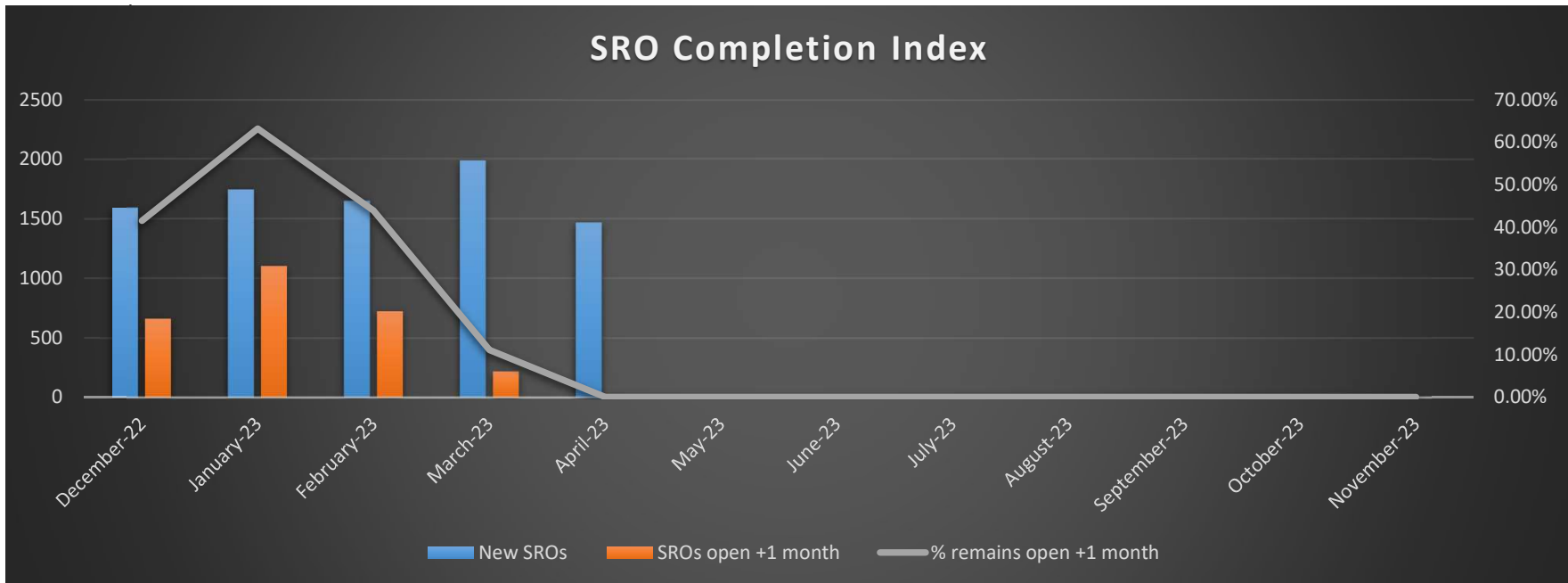


TO: Mutual Administration Committee
FROM: Aaron Hensley - Service Maintenance Manager
SUBJECT: YTD - Service Repair Orders
DATE: April 30, 2023

Service Repair Orders	APRIL 2022	APRIL 2023	2022 YTD	2023 YTD
Plumbing	655	564	2,686	2,441
Electrical	425	346	2,071	1,786
Carpentry	250	214	1,011	935
Roof	0	19	16	194
Refrigerator	83	46	304	243
Laundry (Shareholder)	32	40	158	177
Laundry (Mutual)	11	11	52	23
Other/Miscellaneous	84	105	363	493
GRF	173	122	583	555
TOTAL SROs CREATED:	1,713	1,467	7,244	6,847
2023 MONTHLY AVERAGE: 1,712				

**MUTUAL ADMINISTRATION COMMITTEE
PERFORMANCE GOAL
SRO COMPLETION INDEX**

Month	SROs opened in month	SROs still open +1Mo from opening	% Remaining open +1 Month from opening
December-22	1592	661	41.52%
January-23	1743	1102	63.2%
February-23	1649	724	43.9%
March-23	1988	220	11.1%
April-23	1467		0.0%
May-23			#DIV/0!
June-23			#DIV/0!
July-23			#DIV/0!
August-23			#DIV/0!
September-23			#DIV/0!
October-23			#DIV/0!
November-23			#DIV/0!



PHYSICAL PROPERTY ESCROW ACTIVITY

APRIL 2023

	PRE LISTING INSPECTIONS	NEW BUYER ORIENTATIONS	FINAL INSPECTIONS	FINAL/FINAL INSPECTION
MUTUAL 1	4	3	3	4
MUTUAL 2	7	6	7	9
MUTUAL 3	2	2	1	2
MUTUAL 4	3	0	3	2
MUTUAL 5	2	3	2	3
MUTUAL 6	1	3	3	2
MUTUAL 7	1	2	3	1
MUTUAL 8	3	4	3	2
MUTUAL 9	1	2	3	5
MUTUAL 10	3	0	0	0
MUTUAL 11	1	3	3	3
MUTUAL 12	0	1	1	0
MUTUAL 14	0	0	2	1
MUTUAL 15	1	1	2	2
MUTUAL 16	0	0	0	0
MONTH TOTALS	29	30	36	36
YEAR TO DATE 2023	153	111	112	106
YEAR TO DATE thru APRIL 2022	188	164	156	146

APRIL ESCROW WORK ORDERS CREATED:	98	YEAR TO DATE:	363
Outside Vendors			
APRIL ESC SERVICE REQUEST ORDERS CREATED:	306	YEAR TO DATE:	683
Service Maintenance			

FIRE INSPECTIONS

April 2023

	TOTAL UNITS	INSPECTED	RE- INSPECTIONS	SRO'S GENERATED	WO'S GENERATED	NOTICE TO COMPLY LTRS.	COMPLETED IN 2023	NEXT SCHEDULE
MUTUAL 1	844	0	9	0	0	2	501	OCT - 2023
MUTUAL 2	864	0	0	0	0	0	5	TO BE DETERMINED
MUTUAL 3	432	0	0	0	0	0	0	MAY - 2023
MUTUAL 4	396	0	0	0	0	0	396	FEB - 2024
MUTUAL 5	492	0	0	0	0	0	0	MAY - 2023
MUTUAL 6	408	0	0	0	0	0	0	TO BE DETERMINED
MUTUAL 7	384	0	0	0	0	0	0	AUG - 2023
MUTUAL 8	348	0	0	0	0	0	0	JUL - 2023
MUTUAL 9	384	1	0	0	0	0	0	OCT - 2023
MUTUAL 10	276	24	0	6	0	0	276	APR - 2023
MUTUAL 11	312	0	0	0	0	0	1	NOV - 2023
MUTUAL 12	452	0	0	0	0	0	0	JUL - 2023
MUTUAL 14	328	0	0	0	0	0	0	SEPT - 2023
MUTUAL 15	502	0	0	0	0	0	0	JUN - 2024
MUTUAL 16	60	60	0	12	1	6	60	APR - 2023
MUTUAL 17	126	0	0	0	0	0	126	MAR - 2024
TOTAL UNITS	6608							
MONTH TOTALS		85	9	18	1	8		
Year To Date 2023		1365	14	304	8	120	1365	
Year To Date Thru 4/2022		1280	31	242	4	151	1280	

			PERMITS		PERMITS		PERMITS		PERMITS		PERMITS		PERMITS			
	TOTAL UNITS		QTY	Permit Value November 2022	QTY	Permit Value December 2022	QTY	Permit Value January 2023	QTY	Permit Value February 2023	QTY	Permit Value March 2023	QTY	Permit Value April 2023	INSPECTOR	
MUTUAL 1	844		12	\$ 187,437	9	\$ 53,980	6	\$ 207,539	10	\$ 55,111	24	\$ 106,019	11	\$ 78,043		
MUTUAL 2	864		13	\$ 62,497	10	\$ 73,250	12	\$ 228,989	12	\$ 117,271	15	\$ 63,135	24	\$ 280,974		
MUTUAL 3	432		7	\$ 33,315	11	\$ 336,890	3	\$ 22,947	14	\$ 107,382	13	\$ 55,204	5	\$ 28,175		
MUTUAL 4	396		5	\$ 41,728	8	\$ 68,140	6	\$ 21,200	6	\$ 19,740	7	\$ 33,265	3	\$ 66,050		
MUTUAL 5	492		8	\$ 142,233	3	\$ 25,200	12	\$ 102,988	4	\$ 22,137	10	\$ 85,935	8	\$ 20,200		
MUTUAL 6	408		6	\$ 44,868	6	\$ 32,770	5	\$ 53,050	7	\$ 39,519	10	\$ 80,410	5	\$ 23,615		
MUTUAL 7	384		5	\$ 25,625	5	\$ 115,950	3	\$ 119,275	5	\$ 19,098	12	\$ 189,632	9	\$ 182,096		
MUTUAL 8	348		11	\$ 55,467	4	\$ 22,659	5	\$ 34,020	5	\$ 66,526	5	\$ 77,450	7	\$ 70,905		
MUTUAL 9	384		4	\$ 20,270	8	\$ 180,677	10	\$ 28,504	5	\$ 19,323	10	\$ 39,128	7	\$ 25,200		
MUTUAL 10	276		7	\$ 43,230	4	\$ 130,794	6	\$ 33,890	7	\$ 28,761	7	\$ 53,955	9	\$ 33,681		
MUTUAL 11	312		4	\$ 44,929	3	\$ 13,042	7	\$ 24,335	9	\$ 174,383	7	\$ 41,273	3	\$ 188,560		
MUTUAL 12	452		5	\$ 19,863	2	\$ 45,742	6	\$ 13,580	9	\$ 57,980	6	\$ 64,489	6	\$ 43,243		
MUTUAL 14	328		8	\$ 241,388	4	\$ 29,130	3	\$ 16,225	3	\$ 16,100	6	\$ 45,822	4	\$ 63,119		
MUTUAL 15	502		11	\$ 75,966	4	\$ 42,420	11	\$ 108,517	9	\$ 150,968	14	\$ 343,573	9	\$ 56,503		
MUTUAL 16	60		0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ 2,410	0	\$ -		
MUTUAL 17	126		1	\$ 3,900	3	\$ 85,208	0	-	1	\$ 18,940	1	\$ 66,667	1	\$ 2,695		
TOTALS:	6608			\$ 1,042,716		\$ 1,255,852		\$ 1,015,058		\$ 913,238		\$ 1,348,367		\$ 1,163,060		

RE: MAC May Mtg - Update on SRO Backlog



Mallorie Hall

To ✓ Ripa Barua

Cc ○ Sandy Geffner; ⚡ Jodi Hopkins; ⚡ Jessica Sedgwick

Hi Ripa,

SRO numbers are at 1300 which is less than a months' worth of SROs.

Thank you,

Mallorie Hall, M.M., CMCA, AMS ⚡
Director of Finance
Golden Rain Foundation
PO Box 2069, Seal Beach, CA 90740



From: Acacia Young
Sent: Thursday, May 4, 2023 11:27 AM
To: Ripa Barua
Cc: Jodi Hopkins; Sandy Geffner; Jessica Sedgwick
Subject: RE: MAC - Update on HomeWiseDocs

Hi Ripa,

HomeWise docs fees have been approved by the Finance Committee. We are currently finalizing the internal process and the integration between CINC and HomeWise docs as well as preparing for training of staff and the most frequented Escrow Companies etc. We have not set a hard roll out date just yet, with us recently going live with CINC Systems on May 1st. As anticipated, we are currently inundated and dedicated to ensuring our staff are properly trained and assisted with CINC and their processes first! We are also preparing to host a Shareholder Assistance Event within the next 2 weeks, to assist shareholders in registering and utilizing their new Account Portals from CINC. In the spirit of doing things RIGHT not rushed, we are taking the time necessary for it all. We anticipate a go live date for HomeWise docs before the end of this month.

Thank you,

Acacia Young
Sr. Director of Internal Operations
Golden Rain Foundation
PO Box 2069, Seal Beach, CA 90740

