

Member Services Committee Charter

Pursuant to state statute (Corp. Code §7210; Corp. Code §7212(c)) and Article VIII of the Bylaws of the Golden Rain Foundation (GRF), the Board of Directors (BOD) hereby establishes the Member Services Committee and grants to the Committee authority specifically stated within the GRF governing documents.

In accordance with Article VIII of the Bylaws, the Committee Chair and members shall be appointed by the GRF President and approved by action of the BOD.

1. PURPOSE

To oversee and enhance Members' engagement with safety protocols, local assistance organizations and available transportation services. Supports GRF's wide array of recreational, entertainment and educational programs available to all Members.

2. DUTIES

- 2.1.** This Standing Committee may operate as a separate entity but has a duty to work cooperatively with other Standing Committees.
- 2.2.** Publish an agenda four (4) days in advance of the Committee meeting.
- 2.3.** The Chair shall, with the approval of the Committee, appoint a Vice-Chair.
- 2.4.** Unless canceled by the Chair, the Committee will meet with the Member Services staff monthly or whenever such meetings are deemed necessary.
- 2.5.** Review monthly staff reports.
- 2.6.** Analyze requests within the purview of this committee.
- 2.7.** Assist the BOD in understanding the compliance with contracts relating to the duties of this committee.
- 2.8.** Initial approval and recommendation to the Administration Committee (AC) of the annual budget for areas under the purview of this Committee.
- 2.9.** Review upcoming applicable Reserve expenses.
- 2.10.** Every two years, the Committee will review the rules/policies under its purview, and if any changes are suggested, send recommended changes to the BOD for approval.
- 2.11.** Perform a yearly review of the Reserve Study for areas under the purview of this Committee. Send updates to the Administration Committee.
- 2.12.** Chair will furnish a report at the GRF Annual meeting.
- 2.13.** Committee responsibilities include the items listed in SECTION 3.

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3. AREAS OF PURVIEW

- 3.1. Member Programming**
 - 3.1.1. Events Production**
 - 3.1.2. Club Administration/Leases**
 - 3.1.3. Community Events**
 - 3.1.4. Education**
 - 3.1.4.1. NOCE Programs**
 - 3.1.4.2. College-Level Courses**
 - 3.1.4.3. Volunteerism, community history and governance**
- 3.2. Library**
- 3.3. Recreation Services**
 - 3.3.1. Assessment of Services**
 - 3.3.2. Recreation Equipment Assessment**
- 3.4. Patrol Services**
 - 3.4.1. Community Patrol**
 - 3.4.2. Parking and Vehicle Enforcement**
- 3.5. Resident Transportation**
- 3.6. Resident Welfare**
 - 3.6.1. Social Services Coordination**
 - 3.6.2. Volunteer Programs Coordination**
 - 3.6.3. HCC Cooperative Programming**
- 3.7. Concierge**
 - 3.7.1. Facilities Reservations**
 - 3.7.2. Visitor Gate Access Passes**
 - 3.7.3. Service Maintenance Requests**
 - 3.7.4. Pet Registration**
 - 3.7.5. Caregiver Registration**

4. LIMITATIONS

It is recognized that the Committee’s function is to act in an advisory and consulting capacity.

Regulatory or supervisory activities affecting employees are functions of Management and not to be encroached upon by any Committee Chair or member, either individually or collectively.

This Committee does not have the authority to enter into written contracts or oral agreements with any third parties on behalf of GRF. Authority to authorize contracts and/or expenses rests solely with the BOD.

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Document History

Adopted 25 Apr 23

Keywords: Charter