

MEMBER SERVICES COMMITTEE

Committee Meeting Agenda

Tuesday, September 12, 2023 - 10:00 A.M.

Conference Room A/Zoom

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

A quorum of the Board may be present at this meeting, no Board business will be discussed. This meeting has been duly noticed. There is no agenda.

1. Call to Order/Pledge of Allegiance

2. Roll Call/Notice of Quorum

Carole Damoci

Marla Hamblin

Susan Hopewell

Edward Jablonski

Susan Jacquelin

Teri Nugent – Chair

Camille Thompson

Patricia Vienna

3. Chair Announcements

a. Introduction of Guests and Staff

Marsha Gerber, GRF President

Jessica Sedgwick, Executive Director

Jesse Cripps, Recreation Director

Emma Hurtado, Executive Assistant

b. Rules of Order

4. Approval of Minutes (pp.1-3)

a. Minutes of August 8, 2023 meeting

5. Member Correspondence/Comments (Limited to 3 minutes per person)

6. Supplementary Staff Reports

a. GRF Upcoming Special Events Report (pp.5)

b. Projects List (pp.7)

7. 2024 Budget Review (pp.9-10)

8. General

a. Flea Market (pp.11-12)

b. Community Orchestra Request

c. Guests at Clubhouse 6 (pp.13)

d. Advance OC: Town Hall Request (pp.15-19)

e. Special Events: Beer Truck

f. Pickleball Club Tournament (pp.21)

9. Capital Funding

10. Reserve Funding

a. Kilns at Lapidary (pp.23-25)

Proposed Resolution: To approve replacing two kilns at clubhouse 4 at a cost not to exceed \$4,687.01 with a contingency of 10% with funds from Reserves.

11. Operating Funding

a. Clubhouse One Snooker Report

12. Strategic Initiatives

13. Governing Documents

- a. 70-1411-1 – Facility Reservation (pp.27-31)
- b. 70-1406-2 – Limitation on use of Trust Property (pp.33-34)
- c. Discussion: Member Services Committee Charter (pp.35-37)

14. Future Agenda Items

- a. Clubhouse 2 Flex Space
- b. Clubhouse 2 Flex Space: Furniture
- c. Clubhouse 2 Flex Space: Guests
- d. 80-1937-2 – Parking – Fines
- e. Project: Food Box

15. Next Meeting Date

- Tuesday, October 10, 2023, at 10:00 a.m. – Conference Room A/Zoom

16. Adjournment

Please be courteous and respectful to other members, 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.**

A quorum of the Board may be present at this meeting, no Board business will be discussed. This meeting has been duly noticed. There is no agenda.



MEMBER SERVICES COMMITTEE MINUTES

August 8, 2023

The meeting of the Member Services Committee was held on Tuesday, August 8, 2023, and was called to order at 10:00 a.m. by Vice Chair Thompson in Conference Room A and via Zoom.com, followed by the Pledge of Allegiance.

Present: Carole Damoci
Susan Hopewell
Edward Jablonski
Camille Thompson
Patricia Vienna

Absent: Tony Dodero
Susan Jacquelin
Teri Nugent – Chair

Staff and Guests: Marsha Gerber, GRF President
Jessica Sedgwick, Executive Director
Jesse Cripps, Recreation Director
Emma Hurtado, Executive Assistant
Thirteen Shareholders/Members
Nick Massetti, GRF Representative, Mutual Seventeen

CHAIR'S ANNOUNCEMENTS

Vice Chair Thompson greeted and welcomed everyone to the Member Services Committee meeting and introduced Foundation members, guests, and staff. Vice Chair Thompson introduced guests and staff—GRF President Marsha Gerber, Executive Director Jessica Sedgwick, Recreation Director Jesse Cripps, and Executive Assistant Emma Hurtado.

APPROVAL OF MINUTES

The minutes of the July 11, 2023 Recreation Committee meeting were approved as presented.

SHAREHOLDER/MEMBER COMMENTS

Seven Shareholders/Members commented at the time of the meeting.

CORRESPONDENCE

The Committee reviewed three correspondences as presented.

SUPPLEMENTARY STAFF REPORTS

The Recreation Director presented the Supplementary Staff Reports included in the meeting packet.

GENERAL

New Club: Seal Beach Union Evangelical Church

Motion: To approve the Seal Beach Union Evangelical Church.

First: Carole Damoci

Second: Patricia Vienna

The motion was carried unanimously by the Committee Members present.

Flea Market

The Recreation Director presented information on the Flea Market. The Committee had a consensus to pursue this item and requested further information be presented in the next scheduled meeting.

Clubhouse One Snooker Table

The Recreation Director presented information on the Clubhouse One Snooker Table. The Committee requested further information be presented in the next scheduled meeting.

CAPITAL FUNDING

Clubhouse 2 Card & Game Room: Discussion

The Recreation Director and Executive Director provided information on Clubhouse 2 Card & Game Room. The Committee reviewed the Work Study notes included in the meeting packet and approved the scope of the project as discussed.

Motion: To send the scope of Clubhouse 2 Card & Game Room to the Facilities Committee to obtain bids and costs.

First: Carole Damoci

Second: Susan Hopewell

The motion was carried with four (4) yes votes and one (1) abstention (Vienna).

Vice Chair Thompson called for a break at 11:15 a.m.

The meeting was called back to order at 11:22 p.m.

RESERVE FUNDING – N/A

OPERATING FUNDING – N/A

STRATEGIC INITIATIVES – N/A

GOVERNING DOCUMENTS

70-1411-1 – Facility Reservation

The Committee came to a consensus to have a Work Study scheduled.

70-1406-2 – Limitation on use of Trust Property

The Committee came to a consensus to have a Work Study scheduled.

FUTURE AGENDA ITEMS

- a. Flea Market
- b. Clubhouse One Snooker Report
- c. Guests at Clubhouse 6
- d. Kilns at Lapidary
- e. Clubhouse 2 Renovation: Furniture
- f. Clubhouse 2 Flex Space: Guests
- g. Project: Food Box
- h. Community Orchestra Request
- i. 70-1411-1 – Facility Reservation
- j. 70-1406-2 – Limitation on use of Trust Property
- k. 70-1487-2 – Recreational Vehicle Lot Schedule of Fees

NEXT MEETING

Tuesday, September 12, 2023, in Conference Room A/Zoom.

ADJOURNMENT

Vice Chair Thompson adjourned the meeting at 12:00 p.m.

Approved Date

Approval Signature

Printed Name

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Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

GRF RECREATION 2023 UPCOMING SPECIAL EVENTS SCHEDULE

EVENT DATE	NAME OF EVENT	LOCATION OF EVENT
September 14, 2023	GRF Amphitheater Concert	“Mark Wood and the Parrot Heads” Tribute to Jimmy Buffett (Season Finale)
October 15, 2023	Fall Festival & Emergency Expo	Clubhouse 6
October 22 2023	GRF Bus Trip	“Ain’t Too Proud” Temptations Story at the Sergerstrom
November 03 & 04, 2023	Arts & Crafts Festival	Clubhouse 2
November 2023	GRF Bus Trip	TBD: Nutcracker or Sawdust Festival
December 06, 2023	Christmas Tree Lighting	Veterans Plaza
December 07, 2023	Menorah Lighting	Veterans Plaza
December 2023	GRF Bus Trip	TBD: Nutcracker or Sawdust Festival
December 16, 2023	Toy Drive Show	Clubhouse 4
December 31, 2023	New Years Eve Band	Clubhouse 4

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MEMBER SERVICES COMMITTEE PROJECT REPORT

Project	Status	BOD Approved	Scheduled Completion	BOD Approved Funds
Off-site Regular Bus Service - Shopper Shuttle - Trader Joes	Busses expected to be delivered in October. Delays due to supply shortage from company that produces the seats.	28-Feb	Aug	\$447,977



MEMO

TO: MEMBER SERVICES COMMITTEE
FROM: RECREATION DEPARTMENT
SUBJECT: INDOOR FLEA MARKETS
DATE: AUGUST 22, 2023
CC: FILE

The Member Services Committee has asked Recreation to review a proposal to conduct multiple indoor flea markets.

HISTORY

GRF historically has conducted an annual Arts and Crafts Festival each November and has recently added a second one in the Spring. Additionally, GRF has offered an outdoor Swap Meet in the Summer. While indoor flea markets previously were booked and sponsored by clubs, GRF did not conduct nor sponsor them.

These clubs have since disbanded or no longer wish to conduct these events, citing lack of labor, storage and over recent years, bed bug infestations throughout the community.

LOGISTICS

- Clubhouse 2 can provide up to 55 eight-foot tables, chairs and clothing racks and has a parking lot sufficient for attendees. This setup would “max out” the main hall and lobby.
- The clubhouse must be closed for setup the day prior. Each flea market would require blocking out 2 full days.
- Potential revenue is \$550 based on \$10 per table.
- Expenses will include administrative time to register sellers, staff to receive and process payments, and onsite staff to manage the event which includes setup and teardown. An estimate of 48 hours of staff time would be a safe place to start.

- A new component of the event that was proposed is serving breakfast and lunch. We could conceivably have a food truck or 2 but there would be no room to set up an eating area as the selling space takes up the entire banquet hall. Alternatively, it was suggested that clubs take over the food service. The only 2 clubs that formerly did this were the now-defunct Y Service Club and the American Legion which has cancelled all future pancake breakfasts.

CONCLUSIONS

The Member Services Committee proposal requested 4 flea markets annually. With a requirement of 2.5 days between setup and teardown, a significant strain would be put on the reservation calendar. Four additional Flea Markets would have us growing from three to seven rummage type sales a year.

Recreation has no budget for these events. Although we are confident all the tables may be rented, the projected expenses may drive up the traditional fee of \$10 depending on services providing refreshments.



MEMO

TO: MEMBER SERVICES COMMITTEE
FROM: RECREATION DEPARTMENT
SUBJECT: TABLE TENNIS AND PICKLEBALL UNAUTHORIZED GUESTS
DATE: AUGUST 31, 2023
CC: FILE

Subsequent to both the Table Tennis Club and Pickleball Club complaining about unauthorized coaches and guests violating GRF policies, we began a program of daily patrolling these areas.

Our six Relief Fitness Attendants are normally deployed to cover breaks at the pool, gym, and golf course. In between those duties, they assist the attendants in those areas with other chores yet still have time to patrol.

Each attendant "cards" players randomly in the table tennis area. Guests not accompanied by the shareholder connected to their pass is asked to leave. This is typically done once each shift during what the club has deemed their busiest times (there is one attendant per shift per day).

The Pickleball Courts do not allow guests so in patrolling that area, all non residents are asked to leave. On weekends in particular, they are tasked also with checking the gameroom to ensure no children are unaccompanied.

The program is working well. The Fitness Center attendants do patrol the Table Tennis area, as well, and have been asked to step up carding players.

We have also posted signs informing guest players they will be asked to leave if they are not accompanied by a resident. Both clubs have alerted their members, as well.

I would recommend at this time to continue the patrolling program as it seems more people are getting the message and violations are gradually declining.

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ACTION REQUEST

DATE: September 12, 2023
TO: MEMBER SERVICES COMMITTEE
FROM: RECREATION DEPARTMENT
ACTION: REPLACEMENT OF LAPIDARY KILNS

Background:

Two kilns in the Lapidary studio at Clubhouse Four that are used for glass and metal work were critically damaged by power disruptions. According to documentation, a specialized service technician determined power upgrades to Clubhouse Four were necessary for safe operation of replacement kilns. Estimates for this upgrade were found to be cost prohibitive. Currently, Physical Properties and Recreation has worked together to resolve the power issues and have made preparations for the safe operation of replacement kilns.

Fiscal Impact:

Funding to come from Reserves.

Recommendation:

I move to recommend the GRF Board approve replacing two Kilns at Clubhouse 4 at a cost not to exceed \$4,687.01 with a contingency of 10% with funds from Reserves.



Facility Reservations

The Golden Rain Foundation (GRF) Trust facilities will be made available for the use of all Authorized Residents (ARs). The Recreation Department (RD) is designated to schedule the use of the clubhouses and other recreational facilities. The Recreation Department Director is responsible for the equitable application of this policy.

1. RESERVATIONS WILL BE PLANNED TO PROVIDE FOR THE FOLLOWING NEEDS:

- 1.1. Facilities for the GRF, Mutual boards and committees;
- 1.2. Special events sponsored by the RD-;
- 1.3. Facilities for religious services;
- 1.4. Facilities for ~~H~~olidays;
- 1.5. Approval for Programs and/or functions that provide important information or services for the benefit of all Members will be determined administratively;
- 1.6. Facilities for recognized GRF clubs/organizations;
- 1.7. Reservations for private parties must be made by and/or be for Members only;
- 1.8. All regularly scheduled reservations will be automatically cancelled on the following holidays each year: Thanksgiving, Christmas, New Year's Eve and New Year's Day;
 - 1.8.1. The Golden Age Foundation may use the hospitality area of Clubhouse Six (6) on any holiday for the benefit of the Members.
- 1.9. Some scheduled reservations may be canceled on Election Days as required, if the clubhouse is to be used for polling, with advance notice to the club/organization. ~~;~~ and

2. RESERVATION PROCEDURES

The RD will supply Community Facility Application forms for Members desiring to make a reservation in a clubhouse or other recreational facility.

- 2.1. GRF, Mutual boards and committees may make a reservation for meetings or events without the completion of the standard form.
- 2.2. The club or organization desiring a reservation must designate a responsible ARs to arrange for the reservation and the setup required. Any communication between the RD and the club will be through the designated AR.
 - 2.2.1. Setups and teardowns requiring more than thirty (30) minutes of custodial



Facility Reservations

time will be charged at the current hourly rate set forth in the custodial contract (See 70-1406-2).

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- 2.3.** Members must pay a \$200 deposit to use a clubhouse or the Clubhouse One (1) Picnic area. The deposit must be paid ten (10) days prior to the event as a good faith deposit against any damage to the facility or overtime charges. (See policy 1406-50) The deposit will be returned or refunded, less any fee for damages or overtime, within ten (10) working days.
- 2.4.** The facility must be signed for at the time the request is made.
- 2.5.** A complete setup plan must be in the Recreation Office ten (10) days prior to a booked event or the event is automatically canceled. If a caterer is to be used, the caterer's name must be on the application (See policy 1431-50).
- 2.6.** Clubs or organizations registered with the RD may make a clubhouse reservation for once a week on a regular basis, subject to availability. Additional one-time reservations in the same week may be permitted at the discretion of the RD.
- 2.7.** Clubs, organizations and Mutuels may not reserve Trust Property space on a recurring basis for holiday events. In case of a conflict, space will be awarded by lottery.
- 2.8.** The limitation on private parties is intended to limit the use of the clubhouse facilities to functions directly related to AR's. Functions honoring nonmembers, or relating to nonmembers, cannot be scheduled. Reservations and arrangements can only be made in person by an AR.
- 2.9.** Adult classes sponsored by the GRF will be supervised by the RD and will be given the same status as a reservation for recognized clubs. The use of a room or facility and its equipment by a regularly scheduled class will be available only to regularly enrolled students in that class. (See policy 1710-50.)
- 2.10.** Individuals may not reserve any community facility on a regular basis.
- 2.11.** All reserved activities in the clubhouses will be held between the hours of 7:30 am and 10:00 pm. Any event extending beyond these hours will be charged overtime at the current rate in accordance with the janitorial contract. In the event of overtime, a minimum of one-hour increments will be charged.
 - 2.11.1.** In order for arrangements to be made with the janitorial contractor to provide the appropriate number of staff, advance notice of possible overtime must be given by the AR at the time the reservation is made.



Facility Reservations

80 **3. CLUBHOUSE CLEANING STANDARDS**

81 All clubs/organizations using GRF Trust kitchen facilities are held responsible for the
82 cleaning of kitchens and kitchen equipment. All facilities and appliances are to be
83 left clean and orderly.
84

85 **3.1.** All dishes and silverware are to be properly washed, dried and placed neatly
86 in the cupboards and drawers.

87 **3.2.** Refrigerators, stove tops, ovens, coffee urns and dishwashers are to be left
88 clean.
89

90 **3.2.1.** The coffee urns are to be assembled in a unit following cleaning
91 and drying.

92 **3.3.** Counter and table tops are to be thoroughly scrubbed and washed down.

93 **3.4.** Shelves from refrigerators and stoves which have been removed are to be
94 replaced.

95 **3.5.** All areas of the Clubhouse One (1) Picnic Area must be cleaned by the
96 reserving AR, except for the BBQ, which will be cleaned by the custodian.
97

98 When ARs or club/organizations does not leave the kitchen facilities in a reasonably
99 clean and sanitary condition, the clubhouse custodian will do the necessary cleaning
100 and report time and cost involved to the RD . The ARs or club/organization having
101 last used the facilities will be charged. Any such charge must be paid before the AR
102 or club/organization can make any further reservations for use of any Trust facility.
103 The RD is authorized to refuse further use of the Trust facilities to any AR or
104 club/organization which does not comply with the cleaning standards. This authority
105 includes the right to decide who has violated the regulation. The reports made by
106 the clubhouse custodian may be used as evidence in this determination.
107

108 **4. RESERVATIONS BY OUTSIDE ORGANIZATIONS**

109 The Executive Director, with the Recreation Committee's approval, is authorized to
110 permit outside organizations and persons to use the clubhouse facilities when a
111 service will be performed which will be of benefit to the ARs.
112

113 **4.1.** This policy is interpreted to include, but not be restricted to, the following:
114

115 **4.1.1.1.** Elected officials;

116 **4.1.1.2.** Utility company representatives;

117 **4.1.1.3.** Governmental Agencies; and

118 **4.1.1.4.** Special events.



Facility Reservations

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4.2. The Executive Director is authorized to approve the following without the Recreation Committee's prior approval:

4.2.1. Registrar of Voters and official polling places.

5. AMPHITHEATER RESERVATIONS

All uses of the Amphitheater are scheduled by the RD .

5.1 Priorities for Amphitheater use are:

5.1.1 Golden Rain Foundation (GRF) and Mutual annual or special stockholder's meetings;

5.1.2 RD sponsored programs and public functions; or

5.1.3 Recognized club meetings and programs needing large seating capacity.

Any recognized political club of the GRF may obtain reservations for the Amphitheater when they desire to hold an event. The club sponsoring the meeting will be required to meet the following special conditions:

5.1.3.1 Accept full financial responsibility for any facilities or services provided at the request of the news media or the political organization involved;

5.1.3.2 Notify any concerned individuals that guests other than the official party can be admitted only by individual invitation extended by a Member of GRF;

5.1.3.3 Give written notice to staff members where their participation or assistance is requested; and

5.1.3.4 Hire any staff needed to ensure the fire-permit rules and regulations are enforced. These include capacity limits (2,500) and ensuring no one sits or stands in the aisles.

The Security Services Director is responsible for making the necessary contacts with the Seal Beach Police Department and security personnel accompanying the official party.

RECREATION

70-1411-1



Facility Reservations

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Document History

Adopted: 16 Feb 65	Amended: 21 Jun 66	Amended: 18 May 71
Amended: 21 Jan 75	Amended: 21 Oct 75	Amended: 15 Jul 80
Amended: 21 Jun 83	Amended: 19 Mar 85	Amended: 20 Nov 90
Amended: 08 Mar 94	Amended: 19 Mar 96	Amended: 16 Oct 01
Amended: 16 Sep 03	Amended: 22 Apr 14	Amended: 28 Apr 15
Amended: 26 Sep 17	Amended: 23 Jul 19	Amended: 27 Jul 21
Amended: 28 Feb 23		

Keywords: Facility Reservation Amphitheater Outside Organization Recreation

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RECREATION

Limitations on Use of Trust Property – Fees

1. FEES FOR USE OF CLUBHOUSE FACILITIES BY OUTSIDE ORGANIZATIONS

A charge will be made for the outside organizations to use Trust property. All money must be paid at least ten (10) business days before the date of the event.

- | | | |
|------|-----------------------------------|--------------------------------|
| 1.1. | Under one hundred (100) people: | \$200.00 non-refundable fee. |
| 1.2. | Up to two hundred (200) people: | \$400.00 non-refundable fee. |
| 1.3. | Up to three hundred (300) people: | \$500.00 non-refundable fee. |
| 1.4. | Up to four hundred (400) people: | \$600.00 non-refundable fee. |
| 1.5. | Up to five hundred (500) people: | \$800.00 non-refundable fee. |
| 1.6. | Over five hundred (500) people: | \$1,000.00 non-refundable fee. |

2. FEES FOR CLUBHOUSE FACILITIES SETUPS AND TEARDOWNS

A non-refundable fee will be charged for all reservations, excluding Mutual and GRF events, for setups or teardowns exceeding thirty (30) minutes of custodial time, based upon one (1) custodian.

- 2.1. If a reservation exceeds thirty (30) minutes of setups or teardowns of all equipment requested, by the reserving party exceeding thirty (30) minutes of total custodial time will be charged at the current hourly rate set forth in the custodial contract.
- 2.2. If a reservation exceeds thirty (30) minutes of setup or teardown of all equipment requested, fees will be collected by the Reservations Office prior to the event at the time the layout is submitted.
- 2.3. If a reservation exceeds thirty (30) minutes of setup or teardown of all equipment requested, Clubs/organizations with recurring reservations will be billed monthly. ~~for excessive setups.~~
- 2.4. If additional equipment is requested during an event, the reserving party will be charged at 1.5 times the hourly rate.
- 2.5. Clubs/organizations that request additional equipment not shown on their layout on



RECREATION

Limitations on Use of Trust Property – Fees

30 a one-time basis will be charged at 1.5 times the current custodial hourly rate in
 31 hourly increments.

32 2.5.1. Clubs/organizations that repeatedly ask for additional equipment not submitted on
 33 their layout may have their reservations cancelled at the discretion of the Recreation
 34 Department.

35 2.6. Reservations that are not cancelled in advance by the booking party but fail to
 36 appear will result in a charge for both the setup and teardown of the space at the
 37 current hourly rate of the custodial contractor. This includes the thirty (30) minute
 38 nonrefundable time.

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Adopted: 28 Jan 20

Keywords: Fees Organizations Facilities
Setups

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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.

Member Services Committee Charter



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.

MEMBER SERVICES COMMITTEE

30-1000-3

Member Services Committee Charter



Document History

Adopted 25 Apr 23

Keywords: Charter