

A G E N D A
REGULAR MONTHLY MEETING OF THE BOARD OF DIRECTORS
SEAL BEACH MUTUAL SEVENTEEN

November 3, 2020

Meeting begins at 1:30 p.m.

Clubhouse 4 or via Zoom Video and Call Conference Meeting

TO ATTEND: The Shareholder will be provided with instructions on how to access the call via telephone or via video upon the Shareholder contacting GRF Mutual Administration at mutualsecretaries@lwsb.com or (562) 431-6586 ext. 313 and requesting the call-in or log-in information.

TO MAKE COMMENTS DURING MEETING: In order to make a comment during the open Shareholder forum, the Shareholder must submit their name, Unit number, and telephone number, via e-mail at mutualsecretaries@lwsb.com, by no later than 3:00 p.m., on 11/02/2020, the business day before the date of the meeting. If you do not have access to an email, please call (562) 431-6586 ext. 313 and let us know that you wish to make a comment during the open shareholder forum.

1. CALL TO ORDER
2. RESIDENTS' COMMENTS (2-3 minutes per resident; agenda items only)
3. ROLL CALL
4. INTRODUCTION OF GRF REPRESENTATIVE, STAFF, AND GUEST(S):
 - Mr. Massetti, GRF Representative
 - Mr. Rocha, Security Service Director
 - Ms. Hopkins, Mutual Administration Director
 - Mr. Harper, Building Inspector
 - Ms. Gamboa, Portfolio Specialist
 - Ms. Dullaart, Recording Secretary
5. APPROVAL OF MINUTES:
 - a. Regular Meeting Minutes of October 6, 2020
6. GUEST SPEAKER Mr. Rocha
 - a. Discuss the Security Guide (pp. 3-6)
7. BUILDING INSPECTOR'S REPORT Mr. Harper

Permit Activity; Escrow Activity; Contracts & Projects; Resident and Mutual Requests (p. 7)
8. GRF REPRESENTATIVE Mr. Massetti
9. UNFINISHED BUSINESS
 - a. No unfinished business
10. NEW BUSINESS
 - a. Discuss and vote to approve Mutual Monthly Finances (p. 8)

STAFF BREAK BY 3:00 p.m.

11. PRESIDENT'S REPORT Ms. Gassman
12. VICE PRESIDENT'S REPORT Mr. Hayes
13. SECRETARY'S REPORT / CORRESPONDENCE Mrs. Poe
14. TREASURER'S REPORT Ms. Schumacher
15. MUTUAL ADMINISTRATION DIRECTOR Ms. Hopkins
16. ANNOUNCEMENTS
 - a. **NEXT REGULAR MONTHLY MEETING: Tuesday, December 1, 2020, 1:30 p.m., via Clubhouse 4 / Zoom Teleconference**
17. COMMITTEE REPORTS
 - a. Landscape Committee
 - b. Social Committee
 - c. Emergency Information
 - d. Physical Property Committee
18. RESIDENTS' COMMENTS (2-3 minutes per resident)
19. ADJOURNMENT
20. EXECUTIVE SESSION

STAFF WILL LEAVE THE MEETING BY 4:00 p.m.

Knob Lock Procedures

A knob lock device is designed to lock around a door knob to prevent the knob from turning and accessing the keyhole. These devices are used by security to secure a residence for a variety of reasons. The most important reason a residence is 'knob locked' is to ensure anyone accessing the residence (such as after a death of a resident) has the legal authority to do so.

Security may be asked to install a knob lock by:

- Stock Transfer Department
- Mutual President

All requests for use of a knob lock will be noted on a Knob Lock Report. This report documents information regarding the initial request, who installed the device, and who removed the device.

Some knob lock devices will not fit certain types of locks (such as custom locks). Mutuals may have other types of locking devices or systems to secure a door. Any additional type of equipment or device beyond the basic knob lock system (such as boarding up a unit with plywood) will be ordered and installed by the Mutual or installed by the Service Maintenance Department.

Resident Welfare Checks

The Security Department conducts resident checks after being notified by someone who is concerned about a resident's safety. When a security officer is called out to a residence to conduct a resident check:

- Whenever possible, two security officers should be present when entry is made to the residence.
- Knock on the door loudly and state you are from the Security Department.
- If there is no answer, use the residence key found in the lockbox to gain entry.
- When entering the residence state in a loud voice you are from the Security Department.

If all rooms are checked and no one is found, please ensure you have checked the following areas for someone:

- Shower
- Underneath the bed
- All closets
- Underneath large piles of clothes or blankets

If a person is found and they require immediate medical attention:

- Call 911 immediately from the resident's phone.
- If a resident's phone is not available, use a two-way radio to advise dispatch to call 911 immediately.
- After calling 911, security officers should remain outside of the residence and wait for police, fire, and/or a coroners' unit to arrive.

The watch commander will complete the Resident Check Log to document the resident check.

Occupancy Checks

An occupancy check is a procedure where a Mutual verifies all people residing inside a unit to ensure that all regulations of the occupancy agreement are being followed.

If it is not an emergency and a Mutual representative wishes to conduct an occupancy check, please refer them to the Mutual Administration Department. Mutual Administration has the expertise to advise a Mutual of the best course of action to take to ensure occupancy agreement compliance.

If it is decided that an occupancy check is warranted, Mutual Administration will send an e-mail request and approval to the watch commander. The patrol unit completing the occupancy check will complete an Occupancy Check Report and send a copy to the Mutual Administration Department.

Death Investigations

If security is called to a location where someone is deceased or if during a resident check a person is found deceased:

- Call 911 immediately from the resident's phone.
- If a resident's phone is not available, use a two-way radio to advise dispatch to call 911 immediately.

On most occasions, police and coroner units will be taking over the investigation. Remain outside of the residence until the police and/or coroner clear the scene.

When there is activity of this type at a residence, other resident's may ask a security officer what is happening at the location. To maintain confidentiality, Security will advise anyone who is asking about the incident, "We received a request for medical aid at this address." *EXCEPTION: If a Mutual President or Director ask about this type of incident, the security officer may share that there is an on-going death investigation at the scene.*

The security officer at the scene will complete a Death Investigation Report as soon as possible after the incident. If the Mutual President was not at the scene, the watch commander on duty will immediately e-mail the Mutual President to advise them of the incident.

Interactions Involving Family Members at a Death Investigation

The loss of a loved one is a very stressful event for a family. As the security officer at the scene, you may be dealing with a wide range of emotions, even if a death was expected.

When loved ones are at a residence of a deceased person, be patient and give family members the time to grieve. **NEVER** say to a grieving person:

- "He's in a better place."
- "It was his time."
- "There's a reason for everything."
- "I know how you feel."

It is best to be silent or you may simply say, “I’m sorry for your loss.”

Establishing Legal Authority

After a death investigation is completed, security must ensure that anyone who wants to stay at the residence after the scene has been cleared by police and/or coroner has ‘legal authority’ to remain inside the residence.

Establishing who has legal authority to remain at a residence with unlimited in and out and overnight stay privileges can be confusing. Family members and/or caregivers may be advise you that they have legal authority of a residence due to the fact they have a “Power of Attorney”, an “Executor of a will”, a “Non-resident co-owner” or “Head of a trust and an inheritor.”

The only people with legal authority to stay in a residence after a resident death are:

- Member resident
- Co-Occupant

Security officers do not have the power to review or interpret legal documents or determine who has legal authority to stay in a residence. All legal authority issues must be reviewed and approved by the Stock Transfer Department.

Caregivers have no authority to stay after a resident is deceased.

Security may not allow any unauthorized person to stay at a residence of deceased shareholder. Security should advise anyone remaining in the unit in a firm but polite manner:

“I’m Security Officer _____. Your name, Sir/Ms. _____? Mr/Ms _____, unfortunately, since there is no member resident or a co-occupant present, I must ask you to leave. You may call the Stock Transfer Office during regular business hours and they will be able to assist you in how to gain access to the unit.”

If unauthorized people still refuse to leave the unit, The Security Officer will state:

“Please understand we must protect the interest of the deceased, so I must ask you to leave.”

If unauthorized people continue to stay, the security officer will notify the watch commander. The watch commander will notify the Mutual President immediately regarding the refusal to leave, regardless of the date or time. The Mutual President has the authority to allow someone to stay in a unit or ask them to leave.

If the Mutual President denies anyone from staying in the unit and they still refuse to leave, the Mutual President can ask us to contact the Seal Beach Police Department for assistance. Security will follow the instructions of the police department at the scene. If police officers allow unauthorized persons to stay in the unit and police will take no further action, ensure you receive the name and serial number of the police officer at the scene to document on the report.

If a Mutual President allows someone to stay in the unit, ensure this information is noted in the report.

Coroner's Investigations

When a Coroner is conducting a death investigation they may place a 'Coroners Seal' on the door when they leave the residence. This seal forbids anyone from entering the residence (including those who have legal authority to do so) until they have completed their investigation.

After a Coroner's investigation is completed, they will usually notify the next of kin to the deceased that their investigation is complete and they may enter the residence. However, there are two important issues to remember:

- Even though the next of kin are stating the Coroner is allowing entry, this information must be verified with the Orange County Sheriff-Coroner/Coroner Division. This information will be documented by the watch commander on a Coroner's Information Report.
- If the coroner verifies that entry is allowed, the Security Department must ensure that the next of kin must have legal authority to enter the residence. If the next of kin does not have legal authority, they may not enter.

Refer any next of kin claiming legal authority to the Stock Transfer Department.

INSPECTOR MONTHLY MUTUAL REPORT

MUTUAL: **17**

INSPECTOR: **Mark Harper**

MUTUAL BOARD MEETING DATE: **November 3, 2020**

Print Date: 10/26/2020

PERMIT ACTIVITY

UNIT #	DESCRIPTION OF WORK	GRF/CITY PERMIT	START DATE	COMP. DATE	CHANGE ORDER	INSPECTION	CONTRACTOR / COMMENTS
12-A	FLOORING	GRF	10/01/20	11/01/20	NO	NONE	KARYS CARPET
74-C	KITCHEN	BOTH	10/15/20	01/30/21	NO	NONE	MAMUSCIA CONSTRUCTION
34-C	HEATPUMP	BOTH	10/30/20	11/30/20	NO	NONE	ALPINE HEATING & AIR
105-B	HEATPUMP	BOTH	11/05/20	02/05/21	NO	NONE	GREENWOOD
119-C	HEATPUMP	BOTH	10/20/20	01/20/21	NO	NONE	GREENWOOD

Contract Services

Project Discription

Prostar Mechanical Services for preventive care to service boilers working on contract for 2 years Ex 9/1/2022

J&J Landscaping for Landscape Maintenance contract good until October 31st 2022

Innovative Cleaning Services contract good until March 31st 2022

HSG Window Cleaning inc contract good until December 31st 2021

Fenn Pest & Termite contrat good until May 31st 2023

Empire Pipe Cleaning Service for 3 years contract good until December 31st 2022

Site Visits

78-C	10/2/2020	Stop Work Notice, No Permit
99-A	10/7/2020	Sliding Glass Door Inspection
B-1	10/20/2020	Meeting with Schilck Electrical
B-3	10/21/2020	A/C Condensate Lines

Mutual Corporation No. Seventeen

MEMO

TO: MUTUAL BOARD OF DIRECTORS
FROM: MUTUAL ADMINISTRATION
SUBJECT: DISCUSS AND VOTE TO APPROVE MUTUAL MONTHLY FINANCES (NEW BUSINESS, ITEM A)
DATE: NOVEMBER 3, 2020
CC: MUTUAL FILE

I move to acknowledge, that per the requirements of Civil Code Section 5500(a)-(f), a review has been completed of the mutual's reconciliations of the operating and reserve accounts, operating revenues and expenses compared to the current year's budget, statements prepared by the financial institutions where the mutual has its operating and reserve accounts, an income and expense statement for the mutual's operating and reserve accounts, the check registers, monthly general ledger and delinquent assessment receivable reports for the month of October 2020.