# AGENDA <br> REGULAR MONTHLY MEETING OF THE BOARD OF DIRECTORS <br> SEAL BEACH MUTUAL SEVENTEEN 

August 02, 2022
Meeting begins at 1:30 p.m.
Administration Building, Conference Room A
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 08/01/2022, 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
Ms. Sedgwick, Executive Director
Mr. Weaver, Facilities Director
Mr. Antisdel, Building Inspector
Mr. Monroy, Portfolio Specialist
Ms. Duarte, Recording Secretary
5. APPROVAL OF MINUTES:
a. Regular Meeting Minutes of July 5, 2022
6. GUEST SPEAKER

Ms. Sedgwick
a. Introduction to Mutual 17 Board of Directors
7. GUEST SPEAKER

Mr. Weaver
a. Discuss Water Conservation
8. BUILDING INSPECTOR'S REPORT

Mr. Antisdel
Permit Activity; Escrow Activity; Contracts \& Projects; Resident and Mutual Requests (p.3)
a. Discuss and vote to renew contract for Prostar boilers (pp.4-7)
b. Discuss and vote to approve for MP Construction to install balcony (pp.8-9)
9. GRF REPRESENTATIVE

Mr. Massetti

## 10. NEW BUSINESS

a. Discuss and vote to approve Mutual Monthly Finances (p.10)
b. Discuss and vote to approve M17 President to sign new Management
c. Discuss and vote to approve for Interact Solutions to install equipment in Mutual 17's buildings (p.71)
d. Discuss and vote to send Rule 17-7560-1 - Leasing Restrictions to Mutual Attorney to amend (p.72)
e. Discuss and vote to increasing the move in fee (p.73)
f. Discuss and vote to amend resolution dated July 05, 2022, to ratify telephone poll of June 9, 2022 (p.74)
g. Discuss and vote to transfer funds from Emergency Reserve to Operations (p.75)
h. Discuss adopting a new Parking Regulations (pp.76-82)
i. Discuss to establish availability dates for orientation
j. Discuss Water Conservation

STAFF BREAK BY 3:00 p.m.
11. PRESIDENT'S REPORT

Ms. Gassman
12. VICE PRESIDENT'S REPORT

Mr. Goodner
13. SECRETARY'S REPORT / CORRESPONDENCE

Ms. Williams
14. TREASURER'S REPORT

Mr. Goodner
15. PORTFOLIO SPECIALIST REPORT

Mr. Monroy
16. ANNOUNCEMENTS

NEXT MONTHLY BOARD MEETING: Tuesday, September 6, 2022, at 1:30 p.m. Location: Administration Building, Conference Room A, Zoom Video and Call Conference Meeting
17. COMMITTEE REPORTS
a. Landscape Committee
b. Social Committee
c. Emergency Information
d. Physical Property Committee
e. Architectural Committee
18. RESIDENTS' COMMENTS (2-3 minutes per resident)
19. ADJOURNMENT
20. EXECUTIVE SESSION
a. Legal Matters
b. Contracts
c. Assessments/Delinquencies
d. Disciplinary Hearings

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


## Mutual Corporation $\mathcal{N}$ o. Seventeen

MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO RENEW CONTRACT FOR PROSTAR BOILERS |
|  | (BUILDING INSPECTOR'S REPORT, ITEM A) |
| DATE: | AUGUST 02, 2022 |
| CC: | MUTUAL FILE |

I move to approve the renewal of the ProStar water boiler contract.

## Leisure World - Boiler System Preventive Care Plan

| Date: | July 25, 2022 |
| :--- | :--- |
| Client Information: | Mutual 17 C/O Golden Rain Foundation |
|  | PO Box 2069 |
|  | Seal Beach, CA 90740 |
|  | Attn: Jerry Antisdel, Building Engineer |
|  | Email: jerrya@lwsb.com |
| Prepared by: | Laila Karamally, CEO |
|  | Email: laila@prostarmechanical.com |

Pro Star Mechanical is pleased to submit this proposal to support Leisure World Seal Beach. by providing a Preventive Care Scheduling Plan for the hot water systems located at the property.
The Plan

- Scheduled preventive maintenance PLUS
- Trouble-shooting and emergency on-call services

The Result

- Uninterrupted supply of hot water
- Prolonging the lifespan and efficiency of the hot water systems
- Managing running costs and avoid expensive breakdowins

Equipment manufacturers require maintenance on an annual basis for their warranties to remain in effect. During preventive maintenance visits, technicians conduct precision tune-up and professional cleaning as well as safety checks. Our service team consists of qualified technicians and responsive schedulers.

Boilers Preventive Care Scheduling Plan

| Task | Bi-annual |
| :--- | :--- |
| Check all operating controls; test high limit and operating temperature | X |
| Inspect heat exchangers; check waterside tubing for liming | X |
| Test and lubricate all system pumps | X |
| Test hot surface igniters, flame sensors, pilots; check flame failure detection system | X |
| Visually inspect burner flame | X |
| Inspect gas modulators for proper water temperature | X |
| Adjust burners for maximum gas efficiency | X |
| Check ignition module | X |
| Visually inspect venting for proper function, deterioration or leakage | X |
| Check the area is free of combustible materials | X |
| Check for piping leaks around mixing valves, relief valves and other fittings | X |
| Test low water cut off | X |
| Check flow switch | X |
| Confirm appropriate water temperature | X |

Filtration System Preventive Care Scheduling Plan

| Procedure | Bi-Annual |
| :--- | :--- |
| Inspect Filtration system for leaks | X |
| Replace all filters | X |
| Test for proper operation | X |

Storage Tanks Preventive Care Scheduling Plan

| Task/Activity | Annually |
| :--- | :--- |
| Inspect general condition of the storage tank; material integrity | X |
| Inspect for leaks | X |
| Replace anode rods | X |
| Provide written report and recommendations | X |
| Tank drain and flush for debris and accumulation | X |

Pricing

| Preventive Care Scheduling Plan |  |  |  |
| :--- | :--- | :--- | :--- |
| Standard Boiler Plan | Units | Per Unit Cost E Frequency | Annual Total |
|  |  | 6 bailers |  |
| Less than or equal 500,000 BTU | 6 | $\$ 150$ | $\$ 1,800$ |
| Standard Storage Tank Plan | Units | On Memand Only | 3 tanks |
| Up to 120 gallons | 3 | $\$ 275($ On demand only) | $\$ 825$ (On demand only) |
| Filtration System Plan | Units | Every 6 months | 3 filtration systems |
| Up to 4 filters | 3 | $\$ 300$ | $\$ 1,800$ |
| On Call Service | Per Hour |  |  |
| Weekdays between 8.30 am to 5.00 pm | $\$ 130$ |  |  |
| After 5.00 pm on weekdays and all-day weekends | $\$ 195$ |  |  |
| Trip charge | $\$ 59$ |  |  |

## SUMMARY OF CHARGES FOR ANNUAL MAINTENACE CONTRACT: $\$ 3,600$

## Notes

1. This proposal is valid for 30 days. Contract period starts upon signature on contract.
2. Agreement is for period of one year. Client will be billed every six-months.
3. Acceptance of the agreement is subject to Pro Star survey of all equipment proposed to be covered under the agreement and final confirmation by Pro Star.
4. New agreements are dependent on client authorizing any work Pro Star recommends upon initial visit to property to bring equipment to a safe $\xi_{r}$ serviceable base line standard.
5. Client agrees that during the term of the agreement, Pro Star will be the preferred vendor for all parts and works on the equipment that Pro Star is contracted to service.
6. Payment to be made within 30 days of service date. Service may be suspended or discontinued if account is delinquent for more than 30 days from due date.
7. MUST BE CANCELLED IN WRITING.


All material is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from above specifications involving extra cost will be executed only upon customer authorization and will become an extra charge over and above the estimate. All agreements are contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado and other necessary insurance. Our workers are fully covered by Workmen's Compensation insurance.

## Mutual Corporation $\mathcal{N}$ o. Seventeen

## MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO APPROVE FOR MP CONSTRUCTION TO INSTALL |
|  | BALCONY BRACES (BUILDING INSPECTOR'S REPORT, ITEM B) |
| DATE: | AUGUST 02, 2022 |
| CC: | MUTUAL FILE |

I move to approve the proposal from MP Construction for the installation of balcony braces, at a cost not to exceed $\$ 30,000.00$. Funds to come from Structual Repairs and authorize the President to sign any necessary documentation.


# Martin Perez 

(562)746-5400

MP.CONSTRUCTION2@AOL.COM

## Address: Mutual 17

- installation of balcony (banisters, support braces) for all 3 buildings

For the total price of $\mathbf{\$ 2 6 , 2 0 0}$.

# Mutual Corporation $\mathcal{N}$ o. Seventeen 

## MEMO

TO: MUTUAL BOARD OF DIRECTORS<br>FROM: MUTUAL ADMINISTRATION<br>SUBJECT: DISCUSS AND VOTE TO APPROVE MUTUAL MONTHLY FINANCES (NEW BUSINESS, ITEM A)<br>DATE: AUGUST 02, 2022<br>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 July 2022.

# $\mathcal{M u t u a l}$ Corporation $\mathcal{N}$ o. Seventeen 

## MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO APPROVE M17 PRESIDENT TO SIGN THE NEW |
|  | MANAGEMENT AGREEMENT AT A SPECIAL SIGNING IN AUGUST (NEW |
|  | BUSINESS, ITEM B) |
| DATE: | AUGUST 02, 2022 |
| CC: | MUTUAL FILE |

I move to authorize the President to sign the new management agreement at a special signing and photo op event with GRF in August.

## MANAGEMENT AGREEMENT

Agreement made this $\qquad$ day of $\qquad$ 20 $\qquad$ , by and between GOLDEN RAIN FOUNDATION, a California non-profit corporation, having its principal office at Seal Beach, California, hereinafter called "GRF" and Seal Beach Mutual No. $\qquad$ , a California corporation, who's offices are listed in Article VIII of this Agreement entitled Delivery of Notices, hereinafter called the "Mutual". GRF and Mutual are sometimes referred to individually as the "Party" or collectively as the "Parties." GRF and Mutual enter into this Management Agreement ("Agreement") and agree as follows:

## I APPOINTMENT OF GRF

(a) Mutual hereby appoints GRF, and GRF hereby accepts said appointment, as the exclusive managing agent for Mutual. This Agreement will refer to Mutual's property as the "Property".
(b) GRF's management responsibility for the Property under this Agreement is separate and distinguished from any responsibility of GRF as Trustee of the Trust Property under that certain Declaration of Trust recorded in the Official Records of Orange County as Document Number 6402, in Book 6172, Page 617, on July 10, 1962 and amended by that certain Amendment of Trust recorded in the Official Records of Orange County as Document Number 2014000074212 on February 26, 2014, and that certain Declaration of Trust recorded in the Official Records of Orange County as Document Number 21718, in Book 14326, Pages 118-137, on December 16, 1981 and amended by that certain Amendment of Trust recorded in the Official Records of Orange County as Document Number 2014000074213 on February 26, 2014 (collectively referred to as the "Declaration of Trust").
(c) GRF, as Trustee of the Trust Property, shall perform services to Mutual under the Declaration of Trust, for compensation pursuant to GRF's approved budget, irrespective of GRF serving as managing agent for Mutual under this or any other Agreement.
(d) GRF fully understands that Mutual is a cooperative housing corporation providing housing in the community identified as Seal Beach Leisure World ("Development") on a not for profit basis, principally for residential use by the Mutual's stockholders, hereinafter referred to as "Shareholders".

## [ALTERNATIVE SECTION (d) - FOLLOWING SECTION IS ONLY FOR M17

(d) GRF fully understands that Mutual is a non-profit mutual benefit corporation, consisting of a condominium project as defined by Civil Code Section 4125, with each owner of a condominium unit also referred to herein as "Members."
(e) GRF shall hire in its own name all personnel necessary for the efficient discharge of the duties of GRF hereunder. Compensation for the services of such employees shall be the sole responsibility of GRF. Those employees of GRF who handle or are responsible for the handling of Mutual's monies shall be bonded by a fidelity bond as required by Civil Code Section 5806.
(f) The parties understand, acknowledge and agree that GRF's appointment under and pursuant to this Agreement and all acts performed by GRF for Mutual hereunder shall be in the capacity of an independent contractor and not as an employee, partner, or other business affiliation with Mutual.

## II TERM AND TERMINATION OF THE AGREEMENT

(a) This Agreement shall be in effect from the first date signed below, to June 30, 2023, and automatically renews for successive one-year terms, unless terminated as set forth below.
(b) Notwithstanding anything to the contrary, this Agreement may be terminated at any time by either Party by providing the non-terminating Party with no less than sixty (60) day's written notice of termination. Unless otherwise agreed by the Parties, in writing, said termination shall occur at 11:59 PM on the sixtieth $\left(60^{\text {th }}\right)$ day.
(c) Upon termination the Parties shall account to each other with respect to all matters outstanding as of the date of termination, and Mutual shall furnish GRF reasonable security against any outstanding obligations or liabilities which GRF may have incurred on behalf of Mutual pursuant to this Agreement.

## III GRF SERVICES \& INSURANCE

(a) GRF Services. GRF shall assist Mutual, through its Board of Directors ("Board"), in the management of the Mutual as set forth in this Agreement. GRF shall perform those services required to be performed to fulfill Mutual's obligations under its approved budget, and as reflected in Exhibit "A". GRF agrees to confer with Mutual, through its Board, in the performance of its duties and shall facilitate administration and fiscal management at the direction of the Board of Directors. Every action taken by GRF under the terms of this Agreement shall be on behalf of Mutual.
(b) GRF's Services as Trustee. GRF performs services for Mutual, as Trustee of the Declaration of Trust and Trust Property, outside the scope of this Agreement. GRF's services, and Mutual's payment for such services, are identified in GRF's approved budget and paid by Mutual irrespective of Mutual terminating this Agreement.
(c) Modifying Services. Mutual, through its Board of Directors, by taking action in a duly noticed meeting, reflected in meeting minutes, may request a change in the
services performed by GRF upon sixty (60) days prior written notice to GRF; if approved by GRF, such approval will be in writing, within thirty (30) to ninety (90) days from receipt of Mutual's request.
(d) Emergency Services. Notwithstanding anything herein to the contrary, GRF may, without Mutual's prior approval, perform those services necessary to prevent or address danger to life or property occurring or originating within the Mutual, or when necessary for the preservation and safety of property, belonging to Mutual.
(e) Insurance. GRF shall, at all times while this Agreement is in effect, maintain at least the following insurance, having no less than the following coverages, and shall provide Mutual with certificates evidencing the following coverages upon request:
(1) Liability insurance on its own behalf in the amount of One Million Dollars ( $\$ 1,000,000.00$ ) per occurrence and Two Million Dollars $(\$ 2,000,000)$ aggregate,
(2) Errors and omissions insurance in an amount of not less than Two Million Dollars $(\$ 2,000,000)$ per occurrence and Two Million Dollars $(\$ 2,000,000)$ aggregate,
(3) Workers' compensation insurance for its employees in accordance with California law,
(4) A fidelity bond with a minimum limit of Two Million Dollars $(\$ 2,000,000)$, and
(5) Employer's liability in an amount not less than One Million Dollars (\$1,000,000).

## IV COMPENSATION

GRF shall be compensated by Mutual for all services provided in Article III(a) of this Agreement and Exhibit "A", at a starting monthly rate of $\$ 172.03$, per unit, and shall be adjusted annually based on the finalized GRF budget.

The foregoing compensation is exclusive of the billable services, as reflected in Exhibit "A", and Service Request Orders (SROs) that Mutual may, from time to time, request (which are billed at the then hourly rate, as set by GRF). To the extent approved by Mutual and GRF, Mutual agrees to pay GRF the hourly rates reflected in Exhibit "B" for those billable services listed in Exhibit "A"; such rates are subject to annual increases upon no less than sixty (60) days written notice to Mutual.

Exhibits "A" \& "B" are attached hereto and incorporated into the Agreement by this reference.

## v INDEMNIFICATION

Mutual shall indemnify and hold harmless GRF, its directors, officers, agents and employees, from any and all claims for damages or liability resulting from claims of bodily injury, damage or destruction of property, including the loss or use thereof, and any other claim based upon acts performed by GRF in the normal course of performing those services listed in Exhibit "A", including any cause or claim arising directly or indirectly from the terms of this Agreement or from any error, omission, judgment or mistake of fact or law, or for anything which it may do or refrain from doing hereunder, except in cases of criminal acts, fraud, willful misconduct, gross negligence and/or sole negligence by GRF, its directors, officers, agents or employees, or any action that is materially outside the course and scope of the agency relationship contemplated by this Agreement. For clarity, this indemnity requirement shall extend only to actions performed by GRF in fulfillment of those services identified as "GRF Mutual Administration" or "Finance Department" on Exhibit " $A$ ". Mutual shall name GRF as an additional insured on all of Mutual's applicable insurance policies, including, but not limited to, liability, fidelity, directors' and officers', and worker's compensation, to the extent reasonably possible.

GRF shall indemnity and hold harmless Mutual, its directors, officers, agents and employees, from any and all claims for damages or liability resulting from claims of bodily injury, damage or destruction of property, including the loss of use thereof, and any other claims or proceedings asserted or brought against Mutual, its directors, officers, agents or employees, by any third party arising from GRF, its directors', officers' agents' or employee's criminal acts, fraud, willful misconduct, gross negligence and/or sole negligence, or any action that is outside of the course and scope of the agency relationship with Mutual as contemplated under this Agreement.

## VI ARBITRATION

Any controversy or claim arising out of, or related to, this Agreement shall be settled by binding arbitration in the County of Orange, State of California. The Parties shall select a mutually agreeable arbitrator. If the Parties cannot agree on an arbitrator within sixty (60) days of the initial request for arbitration by a Party, the dispute shall be submitted to JAMS, Orange County, and an arbitrator shall be designated by JAMS. Judgment on the arbitration award may be entered in any court having competent jurisdiction over the subject matter in the controversy. The prevailing Party shall be awarded reasonable attorney's fees and costs.

Notwithstanding the above, if any controversy or claim arises out of or relates to this Agreement, including, but not limited to, interpretation of this Agreement, obligations of either Party under this Agreement, compensation due to GRF and/or services provided by GRF pursuant to this Agreement, the Parties agree to first attempt in good faith to settle the dispute by mediation administered by a mutually agreed upon mediation provider, prior to the commencement of arbitration. The mediation shall be held in the

County of Orange, State of California, with all expenses being shared equally by the Parties. This mediation clause, however, will not deprive the Parties of any right they may otherwise have to seek provisional injunctive relief through arbitration; the pursuit of, or opposition to, any such relief does not waive the right of the Mutual or GRF to mediation pursuant to this Agreement.

## VII GENERAL TERMS

(a) Entire Agreement. The Parties intend this writing as a full expression of their agreement and all negotiations and representations between the parties having been incorporated in this Agreement and supersede any and all prior and existing agreements. No variation, modification, or changes of this Agreement shall be binding or effective unless made in writing and executed by both parties hereto.
(b) Governing Law. This Agreement shall be constructed and interpreted in accordance with the laws of the State of California.
(c) Severability. Each paragraph of this Agreement shall be considered as separate and divisible. In the event any paragraph of this Agreement is held to be invalid, void, or unenforceable by a court of competent jurisdiction, the remaining paragraphs shall continue in full force and effect without being impaired or otherwise invalidated.
(d) Counterparts. This agreement may be executed in counterparts.
(e) No Assignment. GRF shall not assign or transfer any of its interest, rights or obligations under this Agreement, without the express written consent of both Parties to the Agreement; however, GRF may assignment its obligation to perform services under this Agreement to a third party so long as any such assignment does not increase costs to Mutual or result in a decline in service, either quantity or quality.
(f) Legal Advice. Each Party has received independent legal advice from its attorneys with respect to the advisability of executing this Agreement and the meaning of the provisions hereof. The Parties acknowledge and agree that all of the terms and provisions of this Agreement have been expressly negotiated and agreed to at arm's length by parties of relatively equal bargaining power, and that the provisions of this Agreement shall be construed as to the fair meaning and not for or against any Party based upon any attribution of such Party as the sole source or drafter of the language in question.
(g) Time of the Essence. Time shall be of the essence as to all dates and times of performance.
(h) Remedies Cumulative. All remedies, rights, undertakings, obligations, and agreements contained in this Agreement shall be cumulative, and none of them shall be in limitation of any other remedy, right, undertaking, obligation or agreement of either Party.

5 of 10|Page

## VIII DELIVERY OF NOTICES

Notices under this Agreement shall be delivered by certified mail as follows:

GOLDEN RAIN FOUNDATION, a California mutual benefit corporation
PO Box 2069, Seal Beach, CA 90740

SEAL BEACH MUTUAL NO. ONE, a California non-profit corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 844 dwelling units, which property is also designated as FHA Project Nos. 122-30163-M through 122-30178-M

SEAL BEACH MUTUAL NO. TWO, a California corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 864 dwelling units, which property is also designated as FHA Project Nos. 122-30196-M through 122-30203-M

SEAL BEACH MUTUAL NO. THREE, a California corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 432 dwelling units, which property is also designated as FHA Project Nos. 122-30204-M through 122-30209-M

SEAL BEACH MUTUAL NO. FOUR, a California non-profit corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 396 dwelling units, which property is also designated as FHA Project Nos. 122-30210-M through 122-30215-M

SEAL BEACH MUTUAL NO. FIVE, a California non-profit corporation 13531 St. Andrews Drive, Seal Beach, CA 90740

Located in the County of Orange, State of California, and consisting of 492 dwelling units, which property is also designated as FHA Project Nos. 122-30216-M through 122-30223-M

SEAL BEACH MUTUAL NO. SIX, a California corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 408 dwelling units, which property is also designated as FHA Project Nos. 122-30224-M through 122-30230-M

SEAL BEACH MUTUAL NO. SEVEN, a California corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 384 dwelling units, which property is also designated as FHA Project Nos. 122-30231-M through 122-30235-M

SEAL BEACH MUTUAL NO. EIGHT, a California corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 348 dwelling units, which property is also designated as FHA Project Nos. 122-30271-M through 122-30276-M

SEAL BEACH MUTUAL NO. NINE, a California corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 384 dwelling units, which property is also designated as FHA Project Nos. 122-30242-M through 122-30248-M

SEAL BEACH MUTUAL NO. TEN, a California corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 276 dwelling units, which property is also designated as FHA Project Nos. 122-30249-M through 122-30252-M

SEAL BEACH MUTUAL NO. ELEVEN, a California non-profit corporation 13531 St. Andrews Drive, Seal Beach, CA 90740

Located in the County of Orange, State of California, and consisting of 312 dwelling units, which property is also designated as FHA Project Nos. 122-30253-M through 122-30257-M

SEAL BEACH MUTUAL NO. TWELVE, a California non-profit corporation 13531 St. Andrews Drive, Seal Beach, CA 90740

Located in the County of Orange, State of California, and consisting of 452 dwelling units, which property is also designated as FHA Project Nos. 122-30277-M through 122-30283-M

SEAL BEACH MUTUAL NO. FOURTEEN, a California corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 328 dwelling units, which property is also designated as FHA Project Nos. 122-30207-M and 122-30288-M through 122-30291-M

SEAL BEACH MUTUAL NO. FIFTEEN, a California corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 502 dwelling units, which property is also designated as FHA Project Nos. 122-30298-M and $122-30340-\mathrm{M}$ through $122-30241-\mathrm{M}$

SEAL BEACH MUTUAL NO. SIXTEEN, a California non-profit corporation 13531 St. Andrews Drive, Seal Beach, CA 90740

Located in the County of Orange, State of California, and consisting of 60 dwelling units, which property is also designated as FHA Project Nos. $\qquad$ through $\qquad$

SEAL BEACH MUTUAL NO. SEVENTEEN, a California non-profit corporation 13531 St. Andrews Drive, Seal Beach, CA 90740

Located in the County of Orange, State of California, and consisting of 126 dwelling units, which property is also designated as FHA Project Nos. through
[Signatures to Follow]

IN WITNESS THEREOF, the Parties to this Agreement do hereby agree to the aforementioned conditions and agreements as stated and acknowledge said Agreement by setting forth their signatures below.

## GOLDEN RAIN FOUNDATION

$B y:$ $\qquad$ Dated: $\qquad$

DATE: JUNE 1, 2022

|  | Item | Grandfathered | GRF <br> Services <br> Billable or <br> Non- <br> billable | Mutual Shareholder | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Security Patrol Officer/Coin counting 2 officers, two days per month. | Patrol officer, plus a Manager, collect laundry coins, count and delivery to the Finance Dept. | Grand- fathered Non billable | Mutual | M-1, M-3, M-11 and M-15 | We will not add any new Mutuals. When these 4 mutuals end coin collection, this service will end. |
| 2 | Finance Cash Management and Payment Processing | Adjust bank accounts for coin deposit bank adjustments. Prepare deposit slips for laundry coin deposits by Mutual. | Grand- fathered Non- billable | Mutual | M-1, M-3, M-11 and M-15 | We will not add any new Mutuals. When these 4 Mutuals end coin collection, this service will end. |
| 3 | Finance Mutual Electrical Outlet Rentals (MEO) | Annual billing - create and mail out invoices. Maintain the files of rental agreements. | Grand- <br> fathered Non- <br> billable | Mutual | No new ones for any reason will be added and when the current Shareholders moves this service will end. | Mutual (s) - M2 (2ea) 32B \& 58I, M6 (1ea) 131D, M7 (2ea) 147D \& 151G, M8 (1ea) 185L, M12 (2ea) 34H \& 44E, and M17 (7ea) 10A, 28B, 29B, 32C, 43C, 58B and 83C. |
| 4 | Finance <br> Mutual 15 carport Rentals | They are billed on a yearly basis, Jan to Dec. No monthly billing. The collection every year is the responsibility of the Mutual to follow up. | Grand- fathered Non billable | Mutual |  | 4 carports rented out. No new ones will be added to this service. |
| 5 | Finance Mutual 9 Garage \& Cabinet Rentals | Direct Deposit. Additional reporting on annual income tax filling. | Grand- fathered Non billable | Mutual | The collection every year is the responsibility of the mutual to follow up. | GRF sets up the direct deposit and handles tax filling only. All other services will be handled by Mutual 9 . |
| 6 | Purchasing - Appliances | Laundry Warranty Repair Service Requests. If not under warranty then will provide cost of parts, age of machine versus cost of new machine replacement when requesting Mutual officer Laundry Repair Part purchase authorization. Track all costs associated with the repair of laundry machines, including freight to correctly charge all costs. | Grand- fathered Non- billable | Mutual | Mutuals 5, 11 and 12. | Will not add any new Mutuals to this service |

## DATE: JUNE 1, 2022

|  | Item | Grandfathered | GRF <br> Services <br> Billable or <br> Non- <br> billable | Mutual <br> Shareholder | Committee Comments | Staff Description |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- |
| $\mathbf{7}$ | Purchasing - Appliances | Provide cost of parts, age of machine <br> versus cost of new machine <br> replacement. Obtain Mutual Laundry <br> Repair Part purchase or new <br> machine purchase authorization. <br> Track all costs associated with the <br> repair of laundry machines, including <br> freight to correctly charge all costs. | Grand- <br> fathered Non- <br> billable | Mutual | Mutuals 5, 11 and 12. | Will not add any new Mutuals to this <br> service |
| $\mathbf{8}$ | Purchasing - Appliances | Updating tracking spreadsheet of all <br> laundry repair requests, part requests, <br> new unit order requests | Grand- <br> fathered Non- <br> billable | Mutual |  |  |
| $\mathbf{9}$ | Service Maintenance <br> Washer \& Dryer Service | Service and repair, Mutual owned <br> units only. | Grand- <br> fathered <br> Billable | Mutual | Mutuals 5, 11 and 12. | Will not add any new Mutuals to this <br> service |

## DATE: JUNE 1, 2022

|  | Item | GRF Recreation Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Janitorial services | Carport cleaning | Non-billable | Mutual |  |  |
| 2 | Janitorial services | Dead animal pick up | Non-billable | Mutual |  |  |
| 3 | Community Facilities services | Mutual meeting, Social event and election setup and $A V$ services. Mutual Meeting and Election AV services. | Non-billable | Mutual |  | Including Presidents Council Meetings |
| 4 | Janitorial services | Laundry room cleaning | See Comments | Mutual / Shareholder | Once a month cleaning of laundry room is standard. | Anything outside of contracted scope of work will be Billable. Hourly rate (per person) Subject to change of Janitorial Contract. |
| 5 | Janitorial services | Oil spot clean up, Carport and streets. | See Comments | Mutual / Shareholder |  | First time is free, any additional cleanups are Billable. Hourly rate - Subject to change per the Janitorial Contract. |
| 6 | Janitorial services | Mutual Apartment cleaning | Billable | Mutual / Shareholder | If a Mutual opts out they would need to contact the Janitorial Company and pay them directly. | Hourly rate - per hour, per person. Subject to change per the Janitorial Contract. |

## DATE: JUNE 1, 2022

|  | Item | IT Department - Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Database management | Generate, print, e-mail/distribute resident masterfile reports. Generate, print, email/distribute SROs by bill type reports (PDF) or (Excel). Generate, print, email/distribute open SROs report. Generate, print, e-mail/distribute misc. reports. | Non-billable | Mutual | Standardized approved format | Monthly reports |
| 2 | Hardware management | Conference room AV equipment for meetings | Non-billable | Mutual |  | Help in conference room meetings |
| 3 | Server management | Update Mutual e-mail distribution lists | Non-billable | Mutual |  | Update mutual\#\#@lwsb.com rosters |
| 4 | Software management | Constant Contact: LW Live e-mail blasts | Non-billable | Shareholder |  | Send out informational e-mails to shareholders |
| 5 | Software management | PlaySignage: Update digital billboards with flyers | Non-billable | Mutual |  | Post flyers to the digital billboards and website |
| 6 | Software management (Delete?) | NCR Silver: manage point-of-sale devices at departments | Non-billable | Mutual |  | Update inventory in point of sale machines, ensure card readers are functioning |
| 7 | Mutual Website management | Post agendas and minutes. Post rules \& regulations, procedures, governing docs. | Non-billable | Mutual |  | Website updates |
| 8 | Mutual Website management | Post misc documents and content | Non-billable | Mutual |  | Website updates: bulletin board requests, newsletters, rosters |
| 9 | Website Management | This line will be deleted. |  |  |  |  |
| 10 | Mutual Website management | Website contacts \& inquiries | Non-bilable | Mutual |  | Website contact form is forwarded to webmaster@lwsb.com. Forward inquiries to appropriate departments. |

## DATE: JUNE 1, 2022

|  | Item | GRF Purchasing Dept. Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Descripition |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Purchasing - Special Materials Requests | Special Quote requests - meet with requester to gather information about their needs. Research productucts to find suitable materials - follow up with requester for approval of material options. Research suppliers to find suitable partner. Secure W-9 \& set up new vender. Negotiate pricing / payment terms for purchase. Create and send purchase order to place order. Follow purchase order status through to delivery. Process receiving of materials, verifying accuracy of item and quantity - providing accounting with documentation to support payment to supplier. Contact Mutual regarding receipt of delivery. Facilitate storage of noninventory items if delivery to Mutual is | Billable | Mutual |  |  |
| 2 | Purchasing - Special Materials Requests | Special Non-inventory purchase requests (generators, storage sheds, skylights, etc.). Returns of special non-inventory purchase requests, either due to defective merchandise, or change of plans. | Billable | Mutual |  |  |
| 3 | Purchasing - Special Materials Requests | Special Non-inventory purchase requests for ongoing items (i.e. skylights) | Billable | Mutual / Shareholder |  |  |
| 4 | Purchasing - Appliances | Facilitate SRO split billings on upgrade items, i.e. bottom freezer refrigerators | Non-billable | Mutual |  |  |
| 5 | Purchasing - Appliances | Refrigerator Warranty Repair Requests. | Non-billable | Mutual |  | Calls to warranty repair company and shareholder, both to schedule and follow up that service was completed. |

## DATE: JUNE 1, 2022

|  | Item | GRF Purchasing Dept. Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Descripition |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | Purchasing - Appliances | Provide cost of parts, age of machine versus cost of new machine when requesting Mutual officer Refrigerator Repair Parts or replacement authorization | Non-billable | Mutual |  |  |
| 7 | Purchasing - Appliances | Updating tracking spreadsheet of all refrigerator repair requests, part requests, new unit order requests | Non-billable | Mutual |  |  |
| 8 | Purchasing - Appliances | Request replacement SRO if new appliance purchase is authorized | Non-billable | Mutual |  |  |
| 9 | Purchasing - Appliances | Initiate process to reverse incorrect SRO billings and create corrective SRO billings | Non-billable | Mutual |  |  |
| 10 | Purchasing | Publish Monthly Price Lists | Non-billable | Mutual |  |  |
| 11 | Purchasing | Communicate via President's Council all necessary material obsoletions or technology updates, providing impact to mutual in cost or benefit options. Collecting feedback or requests for additional information | Non-billable | Mutual |  |  |
| 12 | Purchasing | Attend Mutual meetings at the request of Mutual officers for presentation and discussion on miscellaneous topics | Non-billable | Mutual |  |  |
| 13 | Purchasing | Enter materials for all SROs | Non-billable | Mutual / Shareholder |  |  |
| 14 | Purchasing - Special Materials Requests | Special Inventory Purchase Requests to support projects (water heaters, fascia, range hoods) | Non-billable | Mutual |  |  |

## DATE: JUNE 1, 2022

|  | Item | GRF Security Services | GRF Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Incident Reports - daily review and dissimilate reports to each mutual president | Director | Non-billable | Mutual |  | Review reports every morning and forward to mutual presidents as draft, answer and possibly research any inquiries that are generated from those reports. Reports are changed to reflect the needs of the Mutuals, such as adding areas to DOA reports. Over 200 reports a month. |
| 2 | Document member vs <br> Mutual disputes or member <br> vs member disputes | Investigations | Non-billable | Mutual / Shareholder |  | There are instances between residents, and Mutual Boards and residents, that require additional investigation and detailed documentation. |
| 3 | Standby duty for Admin/Mutual meetings |  | Non-billable | Mutual |  |  |
| 4 | Vehicle Towing | Patrol officer | Non-billable | Mutual |  | Meet Mutual Director for vehicle tows, take picture and write reports. |
| 5 | Paramedic calls | patrol officer | Non-billable | Mutual I Shareholder |  | Security stands by at the location to learn if the Shareholder will be transported to a hospital. If transported, Security will ensure the unit is secured and any animals present will be cared for. Writes report. |
| 6 | Lockouts | Patrol officer | Non-billable | Mutual |  | Lockout services are provided to all Mutuals, 24 hours a day, 7 days a week. |
| 7 | Traffic incidents | Patrol officer | Non-billable | Mutual / Shareholder |  | All traffic incidents are documented on our traffice report. There is no opinion regarding fault on the report. Security ensures that identifications are exchanged, and paramedics and/or SBPD called if necessary. |
| 8 | Injuries | Security / patrol office | Non-billable | Mutual |  | Any type of fall outside of a person's unit, is documented on an injury report. It is noted on the report whether the injured person was transported to a hospital for medical treatment. |

DATE: JUNE 1, 2022

|  | Item | GRF Security Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 9 | Theft Report | THEFT REPORT: Patrol Officer completes Theft Report anytime Owner/Guest reports property taken. | Non-billable | Mutual I <br> Shareholder |  | We respond to all notifications from a shareholder if they report that their property is missing. We also advise the shareholder to notify the Seal Beach Police Department so they may undertake further investigation. All theft reports are taken - Security makes no determination whether a report is taken due to lack of evidence or the possible cognitive issue of the person reporting. |
| 10 | Traffic Report | All Traffic Accidents in L. W. must be reported. Damage is accessed and documented. If GRF/Mutual property is damage 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. | Non-billable | Mutual / Shareholder |  | 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. Report will be forwarded along with pictures to the Transportation Department. |
| 11 | Occupancy Agreement checks | Occupancy Agreement Form: This form is utilized by Mutual Administration mostly to verify who is living in a unit illegally. | Non-billable | Mutual |  | The Patrol Officer visits the requested address and ID's. the person in the unit against their drivers license and completes the form. |
| 12 | Vandalism | Vandalism is considered a crime and the Police Department will investigate if reported. | Non-billable | Mutual / Shareholder |  | Security will advise Service Maintenance regarding the incident and what needs to be repaired if necessary. |
| 13 | Dog/Pet Complaints |  | Non-billable | Mutual / Shareholder |  | One type of pet complaint received is the nonstop barking of a dog when the owner is away from the unit. Security will go to the scene and if barking is detected, a Pet Policy Violation Notice is left at the unit. Another common complaint is when a resident is walking in their Mutual and an unleashed dog is causing concern. Security will respond and if the owner is found, they will be counselled on the 6 -foot leash rule inside the community. |

## DATE: JUNE 1, 2022

|  | Item | GRF Security Services | GRF <br> Services <br> Billable or <br> Non- <br> billable | Mutual <br> Shareholder <br> Service | Committee Comments |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |

DATE: JUNE 1, 2022

|  | Item | GRF Security Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 20 | Domestic Violence/Spousal Abuse |  | Non-billable | Mutual / Shareholder |  | Security responds and contacts police immediately regarding all issues of this type |
| 21 | Suspicious Person / Trespassers |  | Non-billable | Mutual / Shareholder |  | If necessary, Security will contact the police for assistance. |
| 22 | Carport Lights Check |  | Non-billable | Mutual |  | With the exception of Mutual 17, carport lights are checked in each Mutual every 14 days to ensure proper illumination. |
| 23 | Decal Issuance |  | Non-billable | GRF / Mutual |  |  |
| 24 | Lost and Found |  | Non-billable | Mutual / Shareholder |  | Security logs all lost and found property and attempts to find the owners of the property. |
| 25 | Video Camera Requests |  | Non-billable | Mutual |  | Security will set up a camera on a short-term basis to assist the Mutual in obtaining video of their concerns. |
| 26 | Knoblock Installation / Removal |  | Non-billable | Mutual |  | A knoblock installation ensures the Mutual that there will be no entry to a unit until legal authority is determined by Stock Transfer. |
| 27 | Sprinkler / Water Issues |  | Non-billable | Mutual |  | When there is a water leak or sprinkler issue inside the Mutual, Security will determine the source of the leak, and take appropriate action. |
| 28 | Porch Violations |  | Non-billable | Mutual |  | Security is called out by the Mutual to document porch violations. Some violations need immediate action, such as flammable liquids kept in the porch area. |
| 29 | Illegal Dumping |  | Non-billable | Mutual |  | A report will be taken, and an investigation to find the person responsible will commence. |

## DATE: JUNE 1, 2022

|  | Item | GRF Security Services | GRF <br> Services <br> Billable or <br> Non- <br> billable | Mutual <br> Shareholder <br> Service | Committee Comments |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- |

## DATE: JUNE 1, 2022

|  | Item | GRF Physical Property Department <br> - Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Damaged unit inspection (damages caused by resident) |  | Billable | Mutual $I$ <br> Shareholder |  | If shareholder is responsible, they will pay for damages and the inspector's time. |
| 2 | Animal control (rodents, coyotes, snakes, etc.) |  | Billable See Comments | Mutual / Shareholder |  | Inside -the-unit incident will be charged as an SRO to the shareholder. Outside -of-the-unit incident will be charged to the Mutual. |
| 3 | Answering general resident questions, return phone calls and emails |  | Non-billable | Mutual / Shareholder |  |  |
| 4 | Annual/Biennial Inspections |  | Non-billable | Mutual |  |  |
| 5 | City of Seal Beach Inspector Liaison |  | Non-billable | Mutual Shareholder |  | GRF and/or City permit fee charged. |
| 6 | Compliant remediation (on any PP related matter) |  | Non-billable | Mutual / Shareholder |  |  |
| 7 | Construction permit inspection - Final |  | Non-billable | Mutual / Shareholder |  | work will be completed as contracted to follow Mutual policy. |
| 8 | Construction permit inspection - Progress |  | Non-billable | Mutual / Shareholder |  | work will be completed as contracted to follow Mutual policy. |
| 9 | Contractor Liaison correction notice |  | Non-billable | Mutual / Shareholder |  | will be completed following the Mutual policy, while working with the contractor and the city to get a resolution between them on a correction notice by the city of Seal Beach |
| 10 | Construction permit inspection - correction notice follow-up |  | Non-billable | Mutual / Shareholder |  |  |
| 11 | Contractor Liaison for Mutual repairs - paint, pest, landscape |  | Non-billable | Mutual / Shareholder |  |  |
| 12 | Contractor coordination meetings |  | Non-billable | Mutual |  |  |

## DATE: JUNE 1, 2022

| 13 | Contractor rules <br> enforcement |  | Non-billable | Mutual/ <br> Shareholder |  |  |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- |
| 14 | Coordinating buyer/seller <br> agreements during transfer <br> of stock |  | Non-bilable | Mutual $/$ <br> Shareholder |  |  |

## JATE: JUNE 1, 2022

|  | Item | GRF Physical Property Department <br> - Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 15 | Coordination and the city of Seal Beach Building Department approval (Unit flooding, fire. etc.) |  | Non-billable | Mutual / Shareholder |  |  |
| 16 | Coordination of repairs with Mutuals, contractors, and insurance companies. |  | Non-billable | Mutual / Shareholder |  |  |
| 17 | Escrow corrective work liaison |  | Non-billable | Mutual Shareholder |  |  |
| 18 | Final inspections and escrow |  | Non-billable | Mutual / Shareholder |  |  |
| 19 | Follow-up escrow inspections and associated documentation |  | Non-billable | Mutual / Shareholder |  |  |
| 20 | Monthly BOD report |  | Non-billable | Mutual |  |  |
| 21 | Mutual Director Liaison |  | Non-billable | Mutual |  |  |
| 22 | Mutual job walks |  | Non-billable | $\begin{gathered} \text { Mutual / } \\ \text { Shareholder } \end{gathered}$ |  |  |
| 23 | Contractor orientation |  | Non-billable | Mutual / Shareholder |  |  |
| 24 | Mutual policy review and updates |  | Non-billable | Mutual / Shareholder |  |  |
| 25 | New buyer interviews (orientations) |  | Non-billable | Mutual |  |  |
| 26 | New resident inspections |  | Non-billable | Mutual / Shareholder |  |  |
| 27 | Permit review |  | Non-billable | Mutual / Shareholder |  |  |

## DATE: JUNE 1, 2022

| 28 | Plan review for code <br> compliance to support city <br> of Seal Beach |  | Non-billable | Mutual / <br> Shareholder |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| $\mathbf{2 9}$ | Plan review for policy <br> compliance - Shareholder |  | Non-billable | Mutual / <br> Shareholder |  |  |

## DATE: JUNE 1, 2022

|  | Item | GRF Physical Property Department <br> - Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 30 | Plan review with mutual approval |  | See comments | Mutual I Shareholder |  | The service becomes billable if Mutual or Shareholder requires more time. |
| 31 | Plan checks for Mutual compliance |  | Non-billable | Mutual / Shareholder |  |  |
| 32 | Posting or inspections Project work |  | Non-billable | Mutual |  |  |
| 33 | Pre-listing inspections |  | Non-billable | Mutual / Shareholder |  |  |
| 34 | Process change orders |  | $\begin{gathered} \text { See } \\ \text { comments } \end{gathered}$ | Mutual / Shareholder |  | The service becomes billable if a change order requires new permit. An additional fee will be charged. |
| 35 | Process all paperwork involved in transfer of stock |  | Non-billable | Mutual I <br> Shareholder |  |  |
| 36 | Red tags and remediation |  | Non-billable | Mutual / Shareholder |  |  |
| 37 | Missed appointment |  | Billable See comments | Shareholder |  | Billable if we go to an inspection and the Shareholder was not there and we have to go back. |
| 38 | Mutual special project coordinating and construction | ```Includes: -Paving and concrete sidewalk repair/replacement -Painting -Termite and dry rot damage -Re-roofing -Re-piping -Sewer relining``` | See comments | Mutual |  | Anything outside of approved projects will be Billable. |
| 39 | Maintenance service calls for inspection and direction | Includes: <br> -Mutual monthly report of escrows -Mutual monthly report of permits -Mutual monthly report of projects | Non-billable | Mutual |  |  |
| 40 | Attend Monthly Mutual meetings |  | Non-Billable | Mutual |  | 1 per month/if needed 1 ES per month |

## JATE: JUNE 1, 2022

|  | Item | GRF Physical Property Department <br> - Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 41 | Requests from Service maintenance. |  | See comments | Mutual / Shareholder |  | The service becomes Billable when the inspector is called in and a damage report needs to be filed. If the call is due to shareholder's negligence they will be billed for inspector's time. |
| 42 | Water and fire damage inspection and reports; claims and all other associated paperwork. Water/Fire damage project management. |  | See comments | Mutual / Shareholder |  | Billing is per Mutual policy |
| 43 | Water/Fire damage project management |  | See comments | $\begin{gathered} \text { Mutual / } \\ \text { Shareholder } \end{gathered}$ |  | The service becomes Billable when the inspector is called and a damage report needs to be filed. If the call is due to shareholders negligence they will be billed for inspector's time. |
| 44 | Contract management (RFP for landscaping and pest management) |  | Non-Billable | Mutual |  |  |
| 45 | Roof inspections (nondestructive) |  | Non-billable | Mutual |  |  |
| 46 | Roof repair service |  | Billable | Mutual |  | Can be outsourced |
| 47 | Termite inspections and associated documentation |  | Non-billable | Mutual |  |  |
| 48 | Vendor invoice processing |  | Non-Billable | Mutual |  |  |
| 49 | Annual Inspection | Includes: <br> -Annual inspections follow up letters -Annual inspection follow-up inspections (in addition to initial follow up) | See comments | Mutual / Shareholder | The annual inspection that has been done accompanied by the Physical Property Inspector, issuing follow-up walk- through will be considered standard non-billable. | Additional follow-up walk-throughs that occurs due to violation of safety/fire inspection will be considered Billable and charged to the shareholder. |
| 50 | Overseeing concrete pours from beginning to end |  | Billable See comments | Mutual |  | This service is considered Billable if it takes over an hour of inspectors time. |

## DATE: JUNE 1, 2022

|  | Item | GRF Physical Property Department <br> - Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 51 | Overseeing mutual long term contracts | Includes: <br> -Landscaping <br> -Sewer cleaning <br> -Termite and pest control <br> -Fire protection | See comments | Mutual |  | RFPs for services is non-billable; any control or supervision (none inspection) of those services is Billable. |
| 52 | Special Inspection |  | Billable | Mutual / Shareholder |  | This is not a standard inspection. Example would be non- permitted. construction or non-sanitary conditions. |
| 53 | Contractor payments Contractor/Member dispute resolution IIlegal construction resolution | A modified contract will be considered non-standard. Physical Property inspector to resolve the dispute, the service will be considered non-standard and Billable to shareholder. | See comments | Shareholder |  | (Example: Contractor that was not hired by GRF not following specifications). A shareholder may be charged a fee by the Physical Property Department for time spent to resolve issue. |
| 54 | Proper disposal of abandoned personal property | Items must be invoiced and held for a certain length of time under the California law. | Billable | Shareholder |  |  |
| 55 | Liaison to Social Services | Inspection Liaison to Social Services for things like hoarding | See comments | Shareholder | This is an inspection requested by the SSL. | May be asked to do a special inspection that may result in a charge to the Shareholder. |
| 56 | Bed bugs |  | Billable | Shareholder |  | Bed bugs are a Billable charge to the shareholder and will be outsourced. |
| 57 | Real estate agent liaison | Inspectors called if escrow work not done. (go between seller and buyer) | NonBillable | Shareholder |  |  |

## JATE: JUNE 1, 2022

|  | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Ice Maker | Will not install in any new refrigerators. | See comments Billable | Shareholder |  | Will only service existing ones that GRF installed. GRF won't install any new ones. |
| 2 | Garbage Disposal | Service, install and repair | Billable | Mutual / Shareholder |  | Billing is per Mutual policy |
| 3 | Water Heater | Service, install and repair (30 gal \& 40 gal ) | Billable | Mutual / Shareholder |  | Billing is per Mutual policy |
| 4 | Laundry Room Water Heater | Service, install and repair (50 gal) | Billable | Mutual |  |  |
| 5 | Shower Hose/Head | Service, install and repair | Billable | Mutual / Shareholder |  | Billing is per Mutual policy |
| 6 | Supply Valve at Water Heater | Service, install and repair | Billable | Mutual |  |  |
| 7 | Supply Valves to Buildings | Service, install, repair and rebuild | Billable | Mutual |  |  |
| 8 | Backflow Water Supply Valve | Service, repair and rebuild | Billable | Mutual |  |  |
| 9 | Building Water Supply | Repair and replace water lines in walls and attics | Billable | Mutual |  |  |
| 10 | Hose Bibbs/Water lines | Repair, replace, and relocate water lines to hose bibs | Billable | Mutual |  |  |
| 11 | Hose Bibbs | Replace and repair hose Bibb (outdoor faucet) | Billable | Mutual / Shareholder |  | Only applies to approved, architecturally permitted hose bibbs. Others can be billable to the Shareholder. |
| 12 | Outside Water Supply | Repair and replace water mains to bldg. - repair and replace water lines to irrigation systems | Billable | Mutual |  | SM can outsource. |
| 13 | Bypass Waterlines | Connect temporary water lines to feed buildings | Billable | Mutual |  |  |
| 14 | Kennedy Valves | Exercise kennedy valves in the street <br> - Shut- off valves for contractors when needed | Billable | Mutual |  |  |
| 15 | Commercial Water heaters/boilers. Emergency service | Service and repair lines to boilers (mutual 17) | Billable | Mutual |  |  |

## JATE: JUNE 1, 2022

|  | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 16 | Leaks. Emergency service | All leaks from an unknown source (mutual/shareholder) | Billable | Mutual Shareholder |  | Billing is per Mutual policy |
| 17 | Toilet Flange | Replace sewer flange at toilet | Billable | Mutual |  |  |
| 18 | Shower Drains | Repair and replace shower drains | Billable | Mutual |  |  |
| 19 | Area Drains | Clear debris and clear stoppages | Billable | Mutual |  |  |
| 20 | Laundry Drains (Mutual laundry lines) | Clear Stoppage and clean lines | Billable | Mutual |  |  |
| 21 | Sewer Inspections | Video inspect all sewer lines and drains | Billable | Mutual |  |  |
| 22 | Building Stoppages | Run cable and clear sewer line throughout building | Billable | Mutual |  |  |
| 23 | Sink, Basin, Shower, <br> Tub and Toilet Stoppages | Clear stoppages and clean lines | Billable | Mutual / Shareholder |  | Billing is per Mutual policy |
| 24 | Toilet, kitchen sink and basin sink | Service, install and repair | Billable | Mutual / Shareholder |  | Billing is per Mutual policy |
| 25 | Kitchen \& Basin Faucet. Standard only | Service, install and repair. | Billable | Mutual / Shareholder |  | Billing is per Mutual policy |
| 26 | Sewer Laterals | Repair broken sewer laterals | Billable | Mutual |  | SM can outsource. |
| 27 | Lockdown the unit | In case of the death of a Shareholder | Billable | Shareholder |  | either by knob lock (Security) or new replacement door lock (Service Maintenance). |
| 28 | Ceilings | Service, repair and patch | Billable | Mutual / Shareholder |  | Will outsource ceiling repairs/patches. |
| 29 | Walls | Frame and repair interior/exterior | Billable | Mutual / Shareholder |  | WILL OUTSOURCE |
| 30 | Unit Breakers (upgraded) Electrical panel. | Service and clean panels - replace breakers | Billable | Shareholder |  |  |
| 31 | Shower valve, hardware. Standard only | Service , install and repair (resident service/repair) | Billable | Mutual / Shareholder |  | Non-standard shower valve will be repaired at Shareholder's expense |

## DATE: JUNE 1, 2022

|  | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 32 | Angle stops | Service and replace angle stops under sinks, and at toilet | Billable | Mutual / Shareholder |  | Per Mutual policy |
| 33 | Sewer Laterals | a. Inspect broken sewer laterals | Billable | Mutual |  |  |
| 34 | Ceilings | Service, repair and patch | Billable | Mutual / Shareholder |  | Ceiling bath heater/fans, M15 wall heaters and M15 sewer laterals in the kitchens; anything outside of those noted will be determined by Management and/or PP Inspectors. |
| 35 | Walls | b. Emergency service, small (reasonable) repair | Billable | Mutual / Shareholder |  | All will be determined case-by-case depending on the size and extent of the work. We will secure any unsafe issues. |
| 36 | Window Glass | Replace standard glass ONLY (mutual) | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 37 | Mirror. Standard mirrors | Service, remove and install | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 38 | Doors | Service, repair and install | Billable | Mutual Shareholder |  | Per Mutual Policy |
| 39 | Rolling Doors for closets. Standard doors | Service, repair and install | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 40 | Weather Stripping (around standrad doors and windows) | Install around doors and windows | Billable | Mutual |  |  |
| 41 | Insulation (incl. water heater area) | Remove and install | Billable | Mutual |  |  |
| 42 | Standard screens | Assemble, rescreen, install and repair | Billable | Mutual I Shareholder |  | Per Mutual Policy |
| 43 | Standard Kitchen Counter | Service, modify, install and repair (see above) | Billable | Mutual |  |  |
| 44 | Standard Basin Counter | Service, modify, install and repair | Billable | Mutual |  |  |
| 45 | Cabinets | Service, modify, and install mutual standard cabinets | Billable | Mutual |  |  |

## JATE: JUNE 1, 2022

|  | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 46 | Standard Drawers | Service, and replace slides, handles and hardware | Billable | Mutual |  |  |
| 47 | Dividers | Install, create and build | Billable | Mutual |  |  |
| 48 | Bread and Cutting Boards | Service, remove and patch | Billable | Mutual |  |  |
| 49 | Hampers | Service, install and repair | Billable | Mutual |  |  |
| 50 | Door Locks | Master, install, service and repair create keys/escrow | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 51 | Lock Box | Install new lock boxes | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 52 | Drywall | Install, service and patch | Billable | Mutual / Shareholder |  | Small repairs only, excluding abatement. |
| 53 | Fire Walls (small repair only) | Patch fire walls in attic | Billable | Mutual |  |  |
| 54 | $\begin{aligned} & \text { Trim and Moldings } \\ & \text { (standard equipment } \\ & \text { only) } \\ & \hline \end{aligned}$ | Build, modify, service and install | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 55 | Grab Bars | Install and modify | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 56 | Shower Enclosures | Remove, clean and reset | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 57 | Shower Hardware | Service and install new hardware | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 58 | Toilet Hardware | Install toilet seats - install toilet paper holders | Billable | Mutual I Shareholder |  | Per Mutual Policy |
| 59 | Odor Control | Seal unit (walls, drains, etc.) | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 60 | Skylights | Clean skylight, reinstall dome, | Billable | Mutual / Shareholder |  | Emergency repair only. Per Mutual |
| 61 | Roofs | Service and repair shingles, flashing, plywood and vents | Billable | Mutual |  | Small repair and emergency service only. |
| 62 | Rain Gutters | Install, service and repair | Billable | Mutual |  | Can outsource |

## JATE: JUNE 1, 2022

|  | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 63 | Dry rot (up to 100 sq. ft.) | Replace rafters, beams, joist, plywood, etc. - rebuild framing in units and at carports | Billable | Mutual |  | Becomes non-standard beyond 100 sq. ft., at SM discretion. Outsourcing also at SM discretion. |
| 64 | Paint | SM is capable of painting all parking spaces, stops, curbs, ect. | Billable | Mutual |  | Primer and treat lumber ONLY |
| 65 | Roof Leaks | Locate and cover with plastic | Billable | Mutual |  |  |
| 66 | Attic Vent Screen | Service and reinstall | Billable | Mutual |  |  |
| 67 | Carport |  | Billable | Mutual |  | Lights, dry rot and termite (small repairs), paint parking spaces, small repairs on storage cabinets, ect. |
| 68 | Signs | Install building/carport signs | Billable | Mutual |  |  |
| 69 | Solar Panels | Clean solar panels ONLY | Billable | Mutual |  |  |
| 70 | Concrete (Small repairs only) | Remove, install, patch and grind | Billable | Mutual Only Service | NO work done for Shareholders. | Mutual work of 6 ft. , not to exceed 24 sq ft only. All others will be outsourced. |
| 71 | Street Painting (Limited or outsourced) | Paint curbs and parking spaces (mutual) | Billable | Mutual |  | SM can outsource. |
| 72 | Asphalt (Limited or outsourced) | Patch holes | Billable | Mutual |  | SM can outsource. |
| 73 | Block Walls (Limited or outsourced) | Service, install and rebuild | Billable | Mutual |  | SM can outsource. |
| 74 | Stucco (Limited or outsourced) | Service, repair and patch | Billable | Mutual |  | SM can outsource. |
| 75 | Delineators | Setup cones and flashers for Mutual | Billable | Mutual |  |  |
| 76 | Steel Plates (Limited or outsourced) | Remove, reinstall and paint | Billable | Mutual |  | Steel cover plates over transformers. Mutual pays for outsourced service. |
| 77 | Delivery | Deliver materials for special projects | Billable | Mutual |  |  |
| 78 | Illegal Dumping | Pick-up large items left around trashbins, carports and units. | Billable | Mutual / Shareholder |  | Can be charged to Shareholder if Mutual so desires. |

## JATE: JUNE 1, 2022

|  | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 79 | Holes (Interior, exterior and landscape) | Fill holes and uneven surfaces | Billable | Mutual |  |  |
| 80 | Safety | Cone and tape-off unsafe areas | Billable | Mutual |  |  |
| 81 | Emergency Accidents | Secure building, water lines, carports, etc. | Billable | Mutual/ Shareholder |  | Will be billable to Shareholder if found to be at fault. |
| 82 | Stove Tops (standard product) | Install, service and repair | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 83 | Ovens (standard product) | Install, service and repair | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 84 | Exhaust Hoods (standard product) | Install, service and repair | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 85 | Refrigerators (standard product) | Service, repair, deliver and install | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 86 | Ceiling Fan/heater (standard product) | Service, repair, change bulbs and install | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 87 | Wall A/C | Remove units and restore walls and/or windows | Billable | Shareholder |  |  |
| 88 | Wall Heater (standard product) | Service, repair and install (Mutual 15) | Billable | Mutual |  |  |
| 89 | Radiant Ceiling Heat (standard product) | Troubleshoot, repair wiring, service and repair unit | Billable | Mutual |  |  |
| 90 | Thermostats | Install, service and repair | Billable | Mutual |  |  |
| 91 | Vents | Run vent piping into attic and roof hoods | Billable | Mutual / Shareholder |  | Shareholder charge on emergency dryer vent repair; per P.P.I or Mutual |
| 92 | Smoke Detectors | Install and change out batteries | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 93 | Phone Jacks | Install and re-wire (Mutual standard only) | Billable | Mutual |  |  |
| 94 | No Phone Service | Troubleshoot, service and repair wiring to the unit (Mutual's jack) | Billable | Mutual |  |  |
| 95 | Door Bells (Standard mechanical) | Service and repair standard mechanical door bells - install wireless door bells | Billable | Mutual / Shareholder |  | Escrow repair; non-standard becomes a shareholder's expense |

## JATE: JUNE 1, 2022

|  | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 96 | Switches, Outlets \& GFCI | Install, service, troubleshoot and repair | Billable | Mutual / Shareholder |  |  |
| 97 | Electrical Bill "Too High" | Troubleshoot and monitor electricity | Billable | Mutual / Shareholder |  | Shareholder charge if determined to be at fault |
| 98 | Demand Controllers | Troubleshoot, install, service and repair | Billable | Mutual |  |  |
| 99 | Laundry Rooms | Repair and replace sensor switches repair and replace outlets \& lights | Billable | Mutual |  |  |
| 100 | Laundry Rooms Preventative Maintenance |  | Billable | Mutual |  |  |
| 101 | Bath/Kitchen Lights | Replace bulbs, ballasts and retrofit LED upgrades | Billable | Mutual / Shareholder |  | Charge based off Mutual policy |
| 102 | Bedroom/Living Room Lights | Replace bulbs, ballasts and retrofit LED upgrades | Billable | Mutual / Shareholder |  | Charge based off Mutual policy |
| 103 | Porch Lights | Replace bulbs and fixtures | Billable | Mutual / Shareholder |  | Charge based off Mutual policy |
| 104 | Walk Lights | Repair, weld and replace polls change bulbs - repair conduit and run new wire | Billable | Mutual |  | Large jobs are outsourced |
| 105 | Main Breakers | Exercise and replace main breakers at building ends. | Billable | Mutual |  |  |
| 106 | Wiring | Troubleshoot, run new wiring, conduit, etc. | Billable | Mutual |  |  |
| 107 | No Hot Water | Troubleshoot and replace elements and thermostats - turn up temp. | Billable | Mutual |  |  |
| 108 | Salvage of Standard Items |  | Billable | Shareholder |  | Shareholders charged to pick-up, dispose of and/or salvage any standard item removed from the unit. |
| 109 | Windows | Service and repair for proper function (mutual/shareholder) | Billable | Mutual / Shareholder |  | Standard Windows. If Shareholder fault then Shareholder is charged. |

## DATE: JUNE 1, 2022

|  | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 110 | Deco Blocks | Cover, repair and seal deco block walls | Billable | Mutual / Shareholder |  | Shareholder charged when damaged by Shareholder or Shareholder request to have removed and/or sealed. |
| 111 | Mail Box (slots) | Service, repair and install mail boxes | Bilable | Mutual I Shareholder |  | Only mail boxes (slots) in front door are standard. |
| 112 | Unit Breakers | Service and clean panels - replace breakers | Billable | Mutual |  |  |
| 113 | Water Filter | Install and replace filter (resident) | Billable | Shareholder |  | Dependent on filter/system type; does shareholder have proper material or not; will NOT service/install osmosis type systems |
| 114 | Storage Sheds (Patio) | Service and repair | Billable | Mutual / Shareholder |  | Shareholder's responsibility or per Mutual Policy |
| 115 | Dryer Vents | Clean vents (shareholder) | Billable | Shareholder |  |  |
| 116 | Windows | Non-standard windows | Billable | Shareholder |  | Only if required during Escrow. |
| 117 | Wellness checks | Assist security with entering units | Billable | Mutual Shareholder |  | Always bill the unit for wellness checks. |
| 118 | Dishwashers |  | Billable | Shareholder |  | Service water lines in the event of a leak ONLY (shareholder) |
| 119 | Roof Gutter Drains | Clean out | Billable | Mutual |  | SM can outsourse. |
| 120 | Laundry Drains (Shareholders) | Clear Stoppage and clean lines | Billable | Shareholder |  | Charge to Shareholder |
| 121 | Skylights | Repair shafts and flashing ONLY | Billable | Mutual/ Shareholder |  | Per Mutual Policy |
| 122 | A/C condensation Lines | Clean and repair (shareholder) | Billable | Shareholder |  | Emergency service only. Charge to Shareholder |
| 123 | Charging Stations | Manage agreements. | Non-Billable | Mutual |  | GRF will not be involved in the charging of Shareholders but will handle payments received from Companies. |

## JATE: JUNE 1, 2022

|  | Item | GRF Mutual Administration Community Manager | GRF <br> Services Billable or Nonbillable | Mutual, Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Keep track of special requests of 16 mutuals (presidents/directors) | Recording Secretary | Non-Billable See Comments | Mutual | No non-governance assistance | The Mutual Ad-Min team has a "playbook" for each Mutual with their requests each month so they do not forget and ease of training. |
| 2 | Insurance claims (as needed) | GRF or Portfolio Specialist | See Comments | Mutual | Bill time to insurance or responsible party, no compensation for meals. Will be billing time for personal party. | Depending on whether claim is on GRF or mutual property, dictates GRF or Mutual responsibility; Extra charges for claims assistance and follow-through. |
| 3 | Executive session | Director or Portfolio Specialist | Non-Billable | Mutual |  | 16 meetings a month - 1 per Mutual per month. |
| 4 | Legal cases (30 day notice, posting, follow-up) | Director or Mgr | Non-Billable | Mutual |  | Department follows up on all legal cases before each monthly meeting for the most current information to give to the Board in ES. |
| 5 | Set up and attend meetings/ conference calls with the Mutual board and attorney | Director or Portfolio Specialist, with R/S | Non-Billable | Mutual |  | 1 per Mutual per month. |
| 6 | Monthly meetings with Mutual presidents or directors | Director or Portfolio Specialist w/R.S. | Non-Billable | Mutual |  | 1 per Mutual per month. |
| 7 | Review mutual meeting in Leisure World newspaper (weekly) | R.S. | Non-Billable | Mutual |  | 1 per Mutual per month. |
| 8 | Produce 16 Mutual agendas per month | Recording Secretary | Non-Billable | Mutual |  | 1 per Mutual per month. |
| 9 | Produce one presidents' council meeting agenda per month | Recording Secretary | Non-Billable | Mutual |  | President's Council |
| 10 | Create policy posting sheets for 16 Mutuals | Recording Secretary | Non-Billable | Mutual |  |  |
| 11 | Schedule and attend agenda prep meetings | Recording Secretary | Non-Billable | Mutual |  | 1 per Mutual per month. |
| 12 | Research (policies/legal rules and regulations) | Director/Portfolio Specialist | Non-Billable | Mutual |  |  |
| 13 | Update 16 Mutual rosters | Recording Secretary | Non-Billable | Mutual |  | As needed (as least annually) |

## DATE: JUNE 1, 2022

|  | Item | GRF Mutual Administration Community Manager | GRF <br> Services Billable or Nonbillable | Mutual, Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 14 | Update master Mutual officer/GRF representative rosters | Recording Secretary | Non-Billable | Mutual |  | As needed (as least annually) |
| 15 | Make appropriate agenda copies (before meeting for posting/for day of meeting) | Recording Secretary | Non-Billable | Mutual |  | 1 meeting per Mutual per month. |
| 16 | Produce special meeting minutes | Recording Secretary | Non-Billable | Mutual | Transcription | Produce the special meeting minutes from a template the Mutual Secretary fills out so there is not any information missed. Minutes ready for approval at the next regular meeting. |
| 17 | Produce resolutions in memo format for 16 Mutual meetings | Recording Secretary | Non-Billable | Mutual |  | 1 meeting per Mutual per month. |
| 18 | Email agendas/draft mins/signed mins to IT for posting | Recording Secretary | Non-Billable | Mutual |  | 1 per Mutual per month. |
| 19 | Set up confernce rooms for 16 mutual meetings | Recording Secretary | Non-Billable | Mutual |  | 1 per Mutual per month. |
| 20 | File various documents | Recording Secretary | Non-Billable | Mutual |  |  |
| 21 | Produce templates | Recording Secretary | Non-Billable | Mutual |  | For the Mutual Secretary so we get all the required information to produce the minutes. |
| 22 | Produce 16 summary reports per month. Produce 16 sets of Mutual minutes per month. | Recording Secretary | Non-Billable | Mutual |  | 1 per Mutual per month. |
| 23 | Produce 16 sets of annual meeting minutes (each year). Produce 16 sets of organizational meeting minutes (each year). | Recording Secretary | Non-Billable | Mutual |  | 1 each per Mutual per year. |
| 24 | Update various email lists | Recording Secretary | Non-Billable | Mutual |  | As needed (as least annually) |

## JATE: JUNE 1, 2022

|  | Item | GRF Mutual Administration Community Manager | GRF <br> Services <br> Billable or Nonbillable | Mutual, Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 25 | Update primary resolutions for 16 Mutuals | Recording Secretary | Non-Billable | Mutual |  | 1 meeting per Mutual per month. |
| 26 | Produce special meeting posting sheets for 16 Mutuals (special/executive) | Recording Secretary | Non-Billable | Mutual |  | 1 meeting per Mutual per month. |
| 27 | Attend 16 mutual meetings per month | Recording Secretary | Non-Billable | Mutual |  | 1 per Mutual per month. |
| 28 | Attend one council meeting per month | Director or Portfolio Specialist w/R.S. | Non-Billable | Mutual |  | President's Council - 1 meeting per month. |
| 29 | Produce various training documents for new Directors. | Recording Secretary | Non-Billable | Mutual |  | Seminars |
| 30 | Emails | Director or Mgr's discretion | Non-Billable | Mutual |  | Review and respond, if necessary, to email/security reports. |
| 31 | SH file review | Director; Portfolio Specialist; or R.S. | Non-Billable | Mutual |  |  |
| 32 | Phone calls | Mutual department secry | Non-Billable | Mutual |  |  |
| 33 | Office visit/Mutual director | Director or Portfolio Specialist | Non-Billable | Mutual |  | By apppointment only |
| 34 | Maintain copies at desk for board member pick-up |  | Non-Billable | Mutual |  |  |
| 35 | Mutual board mtgs (exec session) | Portfolio Specialist | Non-Billable | Mutual |  | Prepare manager/director with files, 1 per month |
| 36 | Shareholder's delinquent accounts | Portfolio Specialist/Office Secry | Non-Billable | Mutual |  | Track accounts over \$1,500/prepare for letters, follow-up and track monies collected. |
| 37 | Closed files | Portfolio Specialist/Office Secry | Non-Billable | Mutual |  | Maintain closed files in case they are reopened. |
| 38 | Shareholder's with concerns/issues | Portfolio Specialist | Non-Billable | Shareholder / Mutual | By appointment only. | Assist Shareholders with concerns/issues only with Portfolio Specialist/director's approval or direction, and follow-up with mutual presidents. |
| 39 | Emails | Recpt, Office Secry, R.S., Portfolio Specialist | Non-Billable | Mutual |  |  |

## DATE: JUNE 1, 2022

|  | Item | GRF Mutual Administration Community Manager | GRF <br> Services Billable or Nonbillable | Mutual, Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 40 | Special inspections | Director, Portfolio Specialist, Office Secry | Non-Billable | Mutual |  | Department does the special three- day notice to inspect emails from Executive Sessions to the Building Inspector and the follow-up for the reports and the pictures taken for compliance. |
| 41 | Monthly Meeting Minutes for Mutuals | Monthly minutes for the Mutuals. The request is sent by administration (Mutual Administration). | Non-Billable | Mutual |  | 1 regular meeting per month |
| 42 | Member Resources and Assistant Liaison | Assists the Mutual Administration Director in case work involving the Mutual shareholders' concerns, issues and/or complaints. On an as needed basis makes visits to shareholders' residence to determine causes of the above-mentioned issues or complaints for resolution. Provides the appropriate responses and tools to assist shareholders who find themselves in crisis situations. | Non-Billable | Mutual / Shareholder |  |  |
| 43 | Daily - copy request submitted by different departments. | Handle various copy request submitted by various departments as requested. | Non-Billable | Shareholder / Mutual |  | Copy Center |
| 44 | Mailing of letters |  | Non-Billable | Mutual |  | Make copies for files, mutual presidents. appropraite department, chron file, before mailing. |
| 45 | Budgets | Coordinate the copying of annual budgets and disclosure statements (M12) | Billable | Mutual | Fees should match copy center fees. | M12 budget contains additional pages (disclosures and policies) that are not included in other Mutual budget reports. |

## DATE: JUNE 1, 2022

|  | Item | GRF Stock Transfer - Escrow Related Processes | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Notice of Intent Review | Review the NOI for accurate ownership/legal authority to sell the unit; Mutual 9 \& 12 require presale clean up form with the NOI | Non-Billable | Mutual |  |  |
| 2 | Legal Authority - Successor Trustee | Successor Trustee(s) brings Trust and all Amendments to Stock Transfer; and proof of death or incapacity and provides copies of both GRF and Stock certificates and assignment to the trust. If the Trust and the Certificate assignments match, and the person is named the Successor Trustee, input the Successor Trustee in the system. | Non-Billable | Mutual |  |  |
| 3 | Legal Authority - Successor Trustee | Issue a quarterly inheritor's pass. Notify the Mutual and Security as needed. | Non-Billable | Mutual |  |  |
| 4 | Trust Review by Counsel, List and Sell the Unit OR transfer ownership | Successor Trustee(s) brings Trust and all Amendments to Stock Transfer; and proof of death or incapacity; OR all the documents are submitted through the escrow agent | $\begin{gathered} \text { See } \\ \text { Comments } \end{gathered}$ | Mutual Shareholder |  | $\$ 75.00$ charge for Power of Attorney (P.O.A) and Court Orders and $\$ 125.00$ for Trust review per 40-5061-2 Fees |
| 5 | Financial Review | When the seller and buyer have reached an agreement, the buyer, realtor and escrow agent prepare and submit a Financial Worksheet | Non-Billable | Mutual |  | Different qualifications per Mutual |
| 6 | Financial Review | The Financial Worksheet submission includes all required supporting documents per the Mutual Eligibility Requirements. All calculations and documents are validated with the appropriate Mutual policy. If all information is validated, and the buyer(s) qualify, a Financial Review Form is completed. One copy is provided to escrow, one is provided to the Mutual President and one is kept with the packet in the unit file. | Non-Billable | Mutual |  | Mutual gets documents prior to orientation |

## DATE: JUNE 1, 2022

|  | Item | GRF Stock Transfer - Escrow Related Processes | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7 | Financial Review | If the buyer does not qualify, the Financial Worksheet and all documents are returned to escrow with a memo stating why the buyer(s) do not qualify. | Non-Billable | Mutual |  |  |
|  | Item | GRF Stock Transfer - New Buyer Escrows | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee comments | Staff Description |
| 1 | $\begin{aligned} & \text { Rush Escrows - under } 10 \\ & \text { days } \end{aligned}$ | Stock transfer is given 10 business days to process an escrow, from the date that it is received. Seller and buyer is confirmed through paperwork submitted from an escrow company - seller's legal authority. seller and buyer's signed escrow instructions, notices, disclosures, membership application and age verifications. | Billable See Comments |  |  | Requesting Party pays |
| 2 | Escrows | These documents and forms include (if applicable): Approval and demands, cooccupancy application and qualified permanent resident agreement, restrictions of rights and waiver of occupancy and registration form for a nonresident co-owner, Golden Rain Foundation membership application, doctor's letter, active adult community disclosure, financial approval sheet, physical properties pre-listing inspection report, escape tax form, escrow instructions, buyer emergency contact form, notice of disclosures, homeowner's insurance disclosure, and the dualoccupancy form. Along with documents and forms, we receive ID and birth certificate, or Passport to verify age of | See Comments | Mutual / Shareholder |  | Co-occupants if in Escrow, Escrow does the paperwork and collects the fees in the Escrow Instructions, amenities fee and $\$ 100.00$ set up fee per 40-5060-2 Fees. |

## JATE: JUNE 1, 2022

\(\left.$$
\begin{array}{c|l|l|l|l|l|}\hline & \text { Item } & \begin{array}{l}\text { GRF Stock Transfer - New } \\
\text { Buyer Escrows }\end{array} & \begin{array}{c}\text { GRF } \\
\text { Services } \\
\text { Billable or } \\
\text { Non- }\end{array} & \begin{array}{c}\text { Mutual } \\
\text { Shareholder } \\
\text { Service }\end{array}
$$ \& Committee comments <br>

billable\end{array}\right]\)| Staff Description |
| :---: |
| $\mathbf{3}$ |
| Escrows |

## JATE: JUNE 1, 2022

|  | Item | GRF Stock Transfer Membership Transfer Process | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Shareholder-Member (s) | Request to add a prospective member on title. Verify legal authority for title change by GRF identification card. <br> Prospective member must meet Mutual Eligibility Requirements. | See Comments | Shareholder / Mutual | Pay fees | Schedule appointment to sign documents and pay required fees. |
| 2 | Nonresident Co-Owner | Request to transfer stock upon the death of a Shareholder- Member(s). Verify legal authority for title change by government issued identification. prospective member must meet Mutual Eligibility Requirements. | Billable | Mutual / Shareholder |  | Nonresidents do not financially qualify. Different qualifications per Mutual. |
| 3 | Financial Verifcation - for all transfers except Nonresident Co-Owner | The Financial Worksheet submission includes all required supporting documents per the Mutual Eligibility Requirements. | Non-Billable See Comments | Mutual |  | The Mutuals Requirements and policies are not identical. |
| 4 | Financial Verifcation - for all transfers except Nonresident Co-Owner | All calculations and documents are validated with the appropriate Mutual policy. | Non-Billable | Mutual |  |  |
| 5 | Financial Verifcation - for all transfers except Nonresident Co-Owner | If all information is validated, and the prospective member(s) qualify, an appointment is schedule to sign transfer documents. | Non-Billable | Mutual |  |  |
| 6 | Transfer documents | Prepare documents: Occupancy Agreement, Request to Transfer, Change of Ownership, Mutual Stock Certificate, GRF Certificate, Inspection Request, Obtain Account Balance, notify the Mutual President that documents are ready. | Billable See Comments | Mutual |  | \$250.00 per policy 40-5061-2 Fees |
| 7 | Annual Mail-out \& Returned Mail | Near the end of each December property taxes, annual passes are mailed to each unit. Coupon books are mailed separately. Annual passes will be mailed out until GRF no longer issues them. | Non-Billable | Mutual / Shareholder | STO reproduces the 4 missing annual passes. Note: The replacement of passes are recorded in the computer to avoid possible duplicate issuing. | Envelopes that are not deliverable (for various reasons) are returned to STO for members to claim. If a member comes in (with their ID card), and their mail has not been returned to us, we submit a request for a duplicate tax statement from the finance department. |

## JATE: JUNE 1, 2022

| $\mathbf{8}$ | Renters | To follow the established rules for the use <br> of Trust Property by M/O and R/L. Follow <br> the established rules for Mutual as well. | Billable <br> See <br> Comments | Mutual, <br> Shareholders | Collect the required fees and update the <br> systems accordingly. |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- |

## DATE: JUNE 1, 2022

|  | Item | GRF Stock Transfer - Death of <br> an Owner | GRF <br> Services <br> Billable or <br> Non- <br> billable | Mutual <br> Shareholder <br> Service | Committee comments | Staff Description |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- |
| $\mathbf{1}$ | Receive Notification of <br> Death | Most frequently, Security notifies Stock <br> Transfer of a death within Leisure World. | Non-Billable | Mutual |  | Stock Transfer notifies Mutual via email, phone <br> call or in person, Depending on urgency. |
| $\mathbf{2}$ | Receive Notification of <br> Death | Stock Transfer pulls the unit file, and <br> verifies the unit information and legal <br> authority information. | Non-Billable | Mutual |  | Mutual |
| $\mathbf{3}$ | Receive Notification of <br> Death | Per Mutual Policy, Stock Transfer notifies <br> the Mutual President of the death, legal <br> authority, people present at death with <br> phone numbers, emergency contacts, and <br> registered caregivers and pets. Stock <br> Transfer requests any direction needed <br> from the Mutual President. | Non-Billable |  |  |  |
| $\mathbf{4}$ | Receive Notification of <br> Death | Stock Transfer updates Jenark and Adapt <br> with the appropriate legal authority <br> changes. | Non-Billable | Mutual |  |  |

## DATE: JUNE 1, 2022

|  | Item | GRF Stock Transfer - Counter <br> Processes | GRF <br> Services <br> Billable or <br> Non- <br> billable | Mutual <br> Shareholder <br> Service | Committee comments |
| :--- | :--- | :--- | :--- | :--- | :--- |

## DATE: JUNE 1, 2022

|  | Item | GRF Stock Transfer - Other | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Pet Registration | ALL pets MUST be register with the STO office per Mutual Policies. | Non-Billable | Mutual |  |  |
| 2 | Estate Sales | The form for estate sales is located in our lobby. This form must be completed and approved by the mutual director. We do NOT require a copy of this form be returned to our office. | Non-Billable | Mutual |  |  |
| 3 | Carport usage | The carport usage form is available to residents who wish to rent or borrow another unit's carport space. We must check the file on each unit involved to ensure the files are not flagged for any reason before the form can be released. The form is then completed by each resident, approved by the mutual director, and returned to our office. | Non-Billable | Mutual | Per Mutual Policy. May give to Security. | We file the the carport agreement in both corporate files |
| 4 | Co-Occupant | The STO processes the co-occupant form and collects the fees. | Billable | Mutual / Shareholder |  |  |
|  | Item | Copy Center | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee comments | Staff Description |
| 1 | Mutual Audit Financial Statements and Annual Budget copies | Carolyn Miller request copies of mutual (117) financial statement annually. There are 6,608 units for Mutual financials. | Non-Billable | Mutual | Budgets |  |
| 2 | Monthly agendas and Minutes for Mutuals | Monthly agendas and minutes for the mutuals, the request is sent by administration (Mutual Administration). | Non-Billable | Mutual |  |  |
| 3 | End-of-the-year mail-outs | Year-end envelopes included are passes/ Monthly-payment vouchers and deliver to post office. $(6,608)$ | Non-Billable | Mutual | Passes will be included as long as GRF issues them. | Done by the copy center |

## JATE: JUNE 1, 2022

| $\mathbf{4}$ | Mutual copy orders | Copies ordered by Mutuals at the copy <br> center | See <br> Comments | Mutual |  |
| :---: | :--- | :--- | :--- | :--- | :--- |

## DATE: JUNE 1, 2022

|  | ITEM | Finance Department Management Services | GRF Services Billable or Nonbillable | $\qquad$ | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Accounts Payable | Collect, sort and code invoices for each Mutual | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 2 | Accounts Payable | Obtain Mutual officer approval for payment | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 3 | Accounts Payable | Enter invoices into the system, review batch reports and post file | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 4 | Accounts Payable | Print checks, match to invoices and review check information | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 5 | Accounts Payable | Package checks by Mutual for Mutual officer signatures | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 6 | Accounts Payable | Prepare checks for mailing and log mailing date on check backup for repair and tax deposit refund checks. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 7 | Accounts Payable | Special check run requests | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 8 | Accounts Receivable | Send pre-notes and ACH file to the bank for direct debits | Non-Bilable | Mutual |  | Accounting services provided to the Mutual |
| 9 | Accounts Receivable | Update each Mutual's new year's monthly assessment, property tax, user fee and cable (if applicable) amounts to all shareholder accounts | Non-Billable | Mutual |  | To ensure all shareholders are charged properly |
| 10 | Accounts Receivable | Pull property tax paid and new monthly charge information for each shareholder for mail merge to the year-end letter to shareholders | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 11 | Accounts Receivable | Mutual board officers visit AR Clerk for significant amounts of time to discuss individuals on the aged receivable report (often arriving without an appointment). | Non-Billable | Mutual |  | Special one-on-one attention for Mutual director to work the delinquent account list. |
| 12 | Accounts Receivable | Run late fee program, review file before posting | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 13 | Accounts Receivable | Generate balance-due letters to all accounts having a balance at the time of printing | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 14 | Accounts Receivable | Issue refunds on credit accounts receivable balances | Non-Billable | Mutual |  | Accounting services provided to the Mutual |

## DATE: JUNE 1, 2022

|  | ITEM | Finance Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 15 | Accounts Receivable | Reverse late fees per Mutual instructions | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 16 | Audits | Present annual financial statements to each board at their board meetings. Prepare and review financial statement templates with disclosure notes. Initiate bank confirmation letters to all banks created and follow-up on non-responses. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 17 | Budgets | One-on-One budget meetings to compile budget information into template | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 18 | Budgets | Finalize budget reports, update reserve study information, follow up on pending items. Present standardized budget reports to each board at their board meetings. Compile financial data to assist Mutuals with their budget planning. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 19 | Cable Billing | Review data from Spectrum and from Superwire; add or remove cable charges as instructed. Answer questions and explain cable billing to shareholders. | Non-Billable | Mutual |  | Accounting services provided to the Mutual for billing cable charges to shareholders. |
| 20 | Cash Management | Research and process lockbox exceptions | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 21 | Cash Management | Review prior day bank activity for all Mutual bank accounts | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 22 | Cash Management | Follow up with payees on stale-dated checks | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 23 | Cash Management | Perform bank reconciliations for 31 checking account | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 24 | Cash Management | Send positive pay file to bank on a daily basis | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 25 | Cash Management | Reconcile and post daily lockbox file from bank | Non-Billable | Mutual |  | Accounting services provided to the Mutual |

## DATE: JUNE 1, 2022

26 Escrow
Prepare pink demand listing all
outstanding balances and summarizing recurring monthly charges

Accounting services provided to the Mutua

## DATE: JUNE 1, 2022

|  | ITEM | Finance Department Management Services | GRF Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 27 | Escrow | Log receipt of repair and escape tax deposits | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 28 | Escrow | Prorate and adjust monthly assessments between buyer and seller based on escrow closing documents. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 29 | Escrow | Calculate and invoice supplemental tax bill for buyer | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 30 | Escrow | Set up recurring charges in Jenark for new buyers | Non-Bilable | Mutual |  | Accounting services provided to the Mutual |
| 31 | Escrow | Review and close escrow payment batch entries | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 32 | Escrow | Prepare and process refund checks for unused repair deposits based on invoices and SROs charged against the repair deposit. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 33 | Escrow | Create a reconciliation of the repair and tax deposits to the GL | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 34 | Escrow | Follow up with OC Assessors office on tax deposits held over 90 days. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 35 | Escrow | Follow up with Physical Properties on repair deposits held over 60 days. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 36 | Escrow | Record escrow deposit information on $\log$ when received. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 37 | Escrow | Record dollar amounts, processing and mailing dates on $\log$ for all repair and tax deposit refund checks | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 38 | Escrow | Assist sellers when calling to follow up on their repair or tax deposits. | Non-Billable | Shareholder |  | Accounting services provided to the Mutual but benefits the shareholder directly. |
| 39 | Financial Reporting | Create standardized financial reports and supporting documentation, including a CFO packet, on a monthly basis for each Mutual. | Non-Billable | Mutual | 2 copies | Accounting services provided to the Mutual |
| 40 | Financial Reporting | Prepare general ledger analyses or reconciliations for all general ledger accounts | Non-Billable | Mutual |  | Accounting services provided to the Mutual |

## DATE: JUNE 1, 2022

| 41 | Income Tax Returns | Compile tax information for the annual tax returns. Review tax returns. Coordinate Mutual officer signing the tax returns. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | ITEM | Finance Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| 42 | Income Tax Returns | Pay quarterly estimated Federal and State income taxes | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 43 | Misc. Violations | Follow up on delinquent accounts, send second notices or statements each month, provide aging receivable report to Mutual. | Non-Billable | Mutual |  | Accounting services provided to the Mutual. Except where noted. |
| 44 | Mutual Fires | Additional invoice processing. Process insurance claims proceeds. Track expenses for insurance reporting. | Non-Billable | Mutual |  | Additional invoices due to contractors / vendors repairing the damage. |
| 45 | Mutual Fires |  | See <br> Comments | Mutual |  | May be billable to the responsible person for GRF services such as security. |
| 46 | Mutual Unit Acquisitions | Compile acquisition costs including courtdefined exchange, Transfer utility account to Mutual. Track expenses, including property taxes, during Mutual possession for gain/loss calculation. Record gain/loss on sale of unit and report on annual income tax filings. | Non-Billable | Mutual |  | Additional accounting services provided to the Mutual |
| 47 | Payment Processing | Add or update shareholder bank information for direct debits | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 48 | Payment Processing | Verify input of shareholder bank information for accuracy | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 49 | Payment Processing | Post payments for SROs, carrying charges and other miscellaneous charges to shareholder accounts receivable accounts. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 50 | Payment Processing | Record miscellaneous cash receipts by Mutual (Green sheets) | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 51 | Payment Processing | Prepare bank deposits and scan checks to the bank by Mutual | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 52 | Payment Processing | Process lockbox exception payments | Non-Billable | Mutual |  | Accounting services provided to the Mutual |

## DATE: JUNE 1, 2022

| 53 | Payment Processing | Batch mail monthly assessment payments <br> to the lockbox payment processing center | Non-Billable | Mutual |  |
| :--- | :--- | :--- | :--- | :--- | :--- |

DATE: JUNE 1, 2022

|  | ITEM | Finance Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 54 | Property Tax | Reconcile tax roll with shareholder records. Research all discrepancies that are caused by changes of ownerships, approved Prop 60/90, new construction tax increases, Veteran's exemptions, etc. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 55 | Property Tax | Submit first \& second installment payments to the OC Assessors office 30 days before the delinquency date | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 56 | Property Tax | Process supplemental property tax payments to the OC Assessors office, charge shareholder after reconciling tax role to shareholder account | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 57 | Property Tax | Review supplemental property tax adjustment calculations and signoff prior to charging shareholder | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 58 | Property Tax | Process refund checks for overpayments or create invoices for underpayments | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 59 | Property Tax | Review refund check / invoice charge calculations for property tax overpayments / underpayments prior to issue. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 60 | Property Tax | Compile user fees from all tax bills to calculate new year's User Fee | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 61 | Property Tax | Create file and upload new year's monthly property tax amounts for each unit | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 62 | Property Tax | Create file and upload new year's assessed property tax basis amounts (unit values) for each unit | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 63 | Regulatory | Create and submit due diligence letters in preparation for escheat processing | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 64 | Regulatory | Report and remit unclaimed property to the State of California | Non-Billable | Mutual |  | Accounting services provided to the Mutual |

## JATE: JUNE 1, 2022

|  | ITEM | Finance Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 65 | Regulatory | TIN match all new vendors to mitigate B notices and improper 1099 reporting. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 66 | Regulatory | Maintain vendor database including Form W9 for 1099 reporting | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 67 | Regulatory | Process 1099s for qualifying vendors at year-end | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 68 | Reporting/Copying | Tracking all legal expenses by Mutual by case, maintain copies of all legal bills in respective files | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 69 | Special Requests | Create performance reports for Mutuals recapping the year to be presented at Mutuals' annual meetings. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 70 | Special Requests | New CFOs requiring additional individual training over and above the training provided at the CFO council. Some directors require a significant amount of additional one-on-one time. | Non-Billable | Mutual | Cases of over usage of staff time will be handled on an individual basis with Mutual. | Accounting services provided to the Mutual. Well trained CFO's are in the best intrest of both the Mutuals and GRF. |
| 71 | Perform reconciliations for all investment portfolios and money market accounts | The Standard number of bank accounts is 2 checking (general and tax \& repair) and 3 money market accounts (restricted, nonrestricted and property tax impounds). An additional 2 investment accounts would be acceptable. | See Comments | Mutual |  | Accounts over the standard amount will be Billable. |
| 72 | Reporting/Copying | Provide additional copies of CFO packets that have already been provided | See Comments | Mutual |  | 1 to a Mutual CFO a month is standard. Extras may be Billable for copy cost. |
| 73 | Insurance renewal (yearly) | GRF and Mutual | Non-Billable | All |  |  |
| 74 | Charging Stations |  | Non-Billable | Mutual |  | GRF will not be involved in the charging of Shareholders but will handle payments received from Companies. |

DATE: JUNE 1, 2022

|  | ITEM | Finance Department Management Services | GRF Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 76 | Misc. Shareholder Charges | Post miscellaneous charges (empty unit inspection charges) to shareholder accounts, create and mail invoices | Non-Billable | Mutual Shareholder |  | Will not charge anyone for this service but any SROs needed will be billable. |
| 77 | Misc. Violations | Post miscellaneous violation charges (fines) to shareholder or contractor accounts receivable account, create and mail invoice | Non-Billable | Mutual / Shareholder |  | Accounting services provided to the Mutual. |
| 78 | Reporting/Copying | Provide additional copies requested for Edison bills that have already been provided | Billable | Mutual |  |  |
| 79 | Reporting/Copying | Compile utility costs for prior years by month. | Billable | Mutual |  |  |
| 80 | Reporting/Copying | Various requests to provide copies or lists of expenses such as pest control, landscape, etc. | Billable | Mutual |  |  |
| 81 | Special Requests | Create and mail invoices for special fines, follow up on collections of fines, provide aged receivables for outside customers to Mutual. | Non-Billable | Mutual |  | Accounting services provided to the Mutual. |
| 82 | Special Requests | What-if scenarios for budgets and large projects. | Billable | Mutual |  |  |
| 83 | SRO Billing | Reverse incorrect SRO billings and create corrective SRO billings. Review all SROs against each Mutual's set of rules for SRO billing. | Billable | Mutual |  | GRF mistakes are not billable. |
| 84 | Escrow | Prepare and process deposits for escrow checks and code appropriately: repair and tax deposits, transfer fees, inspection fees and buyer's premium fees. | Non-Billable | Mutual |  | Accounting services provided to the Mutual. |

## Exhibit "B"

Hourly billing rates based on average full-time staff using 2022 budgeted wages, subject to increases pursuant to the terms and conditions of the Agreement.

## Dept.

| Finance | $\$$ | 48.00 |
| :--- | :--- | :--- |
| Mutual Admin | $\$$ | 28.00 |
| PP Inspectors | $\$$ | 44.00 |
| Purchasing | $\$$ | 45.00 |
| Recreation | $\$$ | 38.00 |
| Security | $\$$ | 20.00 |
| Stock Transfer | $\$$ | 28.00 |
| HR | $\$$ | 35.00 |
| Admin | $\$$ | 27.00 |
| Service Maintenance | $\$$ | 47.20 |

Hourly Rate will be charged in $1 / 4$ hour segments.

## Mutual Corporation $\mathcal{N}$ o. Seventeen

## MEMO

## TO: MUTUAL BOARD OF DIRECTORS

FROM: MUTUAL ADMINISTRATION
SUBJECT: DISCUSS AND VOTE TO APPROVE FOR INTERACT SOLUTIONS TO INSTALL EQUIPMENT IN MUTUAL 17 BUILDINGS (NEW BUSINESS, ITEM C)

DATE: AUGUST 02, 2022
CC:

## MUTUAL FILE

I move to approve for Interact Solutions to install equipment in Mutual 17 Buildings.

# Mutual Corporation $\mathcal{N}$ o. Seventeen 

## MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO SEND RULE 17-7560-1 - LEASING RESTRICTIONS |
|  | TO MUTUAL ATTORNEY TO AMEND (NEW BUSINESS, ITEM D) |
| DATE: | AUGUST 02, 2022 |
| CC: | MUTUAL FILE |

I move to send Rule 17-7560-1 - Leasing Restrictions to Mutual Attorney to amend Orientation fee.

## Mutual Corporation $\mathcal{N}$ o. Seventeen

## MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO INCREASE MOVE IN FEE (NEW BUSINESS, ITEM E) |
| DATE: | AUGUST 02, 2022 |
| CC: | MUTUAL FILE |

At the May 04, 2021 Board Meeting, the Board of Directors RESOLVED, to amend the resolution dated May 03, 2005, to state the increase of the move-in fee to $\$ 250.00$ to new buyers and lessees.

I move to amend the resolution dated May 04, 2021, "RESOLVED, to amend the resolution dated May 03, 2005, to state the increase of the move-in fee to $\$ 250.00$ to new buyers and lessees." By changing the move-in fee to $\$$ $\qquad$ to new buyers and lessees.

## Mutual Corporation $\mathfrak{N}$ o. Seventeen

## MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO AMEND RESOLUTION DATED JULY 05, 2022, TO |
|  | RATIFY TELEPHONE POLL OF JUNE 9, 2022 (NEW BUSINESS, ITEM F) |
| DATE: | AUGUST 02, 2022 |
| CC: | MUTUAL FILE |

At July 5, 2022, Board Meeting, the Mutual Seventeen Board of Directors passed the following resolution: RESOLVED to ratify phone poll conducted on June 09, 2022 "RESOLVED to authorize MJ Jurado to repave Del Monte Dr. at a cost not to exceed $\$ 109,358.75$. Funds to be taken from Other Service Contracts and authorize the President to sign the necessary documentation."

I move to amend resolution dated July 5, 2022 "RESOLVED to ratify phone poll conducted on June 09, 2022 "RESOLVED to authorize MJ Jurado to repave Del Monte Dr. at a cost not to exceed $\$ 109,358.75$. Funds to be taken from Other Service Contracts and authorize the President to sign the necessary documentation." By changing Other Service Contracts to Infrastructure Reserves.

## Mutual Corporation $\mathcal{N}$ o. Seventeen

MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO TRANSFER FUNDS FROM EMERGENCY RESERVE |
|  | TO OPERATIONS (NEW BUSINESS, ITEM G) |
| DATE: | AUGUST 02, 2022 |
| CC: | MUTUAL FILE |

I move to approve the transfer of $\$ 50,000.00$ from Emergency Reserves to Operating Funds.

## RESIDENT REGULATIONS

## Parking Regulations - Mutual Seventeen

## Garage Area Parking

1. Only H-homeowners/lessees may use a their own parking space in the garage area and, upon approval of the Board of Directors, may rent a maximimum of one other parking space within one of the three buildings in the Mutual.
2. No oversized vehicle may be parked in the garage area. Vehicles must fit withing the lined parking space assigned to a unit. It cannot extend into either the common drive area of the garage nor impede another individual's vehicle.
3. No parking is allowed in the driveways leading into the garage areas of the three building in Mutual 17.
4. No parking is allowed in area from the garage entrance to beyond the garage lobby door leading into the back side of the lobby.
5. Owners leasing out their units have forfeited their right to park in the units assigned parking space in the garages.
6. Residents must park in their assigned space except when the proper paper work has been completed and approved by the Board of Director.
7. Parking spaces may be rented, used or exchanged by verified homeowners/lessees in Mutual Seventeen only.
8. Homeowners/lessees who wish to rent another parking space within the Mutual must obtain a form entitled, "Carport Space/Storage Rental Agreement" ("Agreement") from the Stock Transfer Office. The Agreement must be submitted to the Board of Directors in time for consideration at the next regular monthly Board Meeting. Once approved, a copy of the Agreement will be placed in the appropriate files in the Stock Transfer Office.
9. Permission to use of a parking space belonging to an unoccupied unit shall be determined by the President or Vice President of the Board of Directors.

## RESIDENT REGULATIONS

## Parking Regulations - Mutual Seventeen

10. At all times, the Board of Directors of Mutual Seventeen retains the authority to revoke and cancel any parking rental/use at its discretion.
11. Absentee owners may not rent/use another homeowner's/lessee's parking space until absentee owner(s) occupies his/her unit.
12. Only self-propelled land vehicles in operating condition may occupy a garage parking space.
13. Current fire regulations prohibit the storage of fuel, oil or any other combustible material in the garage area.
14. All vehicles must be parked head in when parked in a parking space and the vehicle must be parked completely within the appropriate parking space limit lines.
15. Unless special permission has been granted by a director, all vehicles parked in the garage area must display a current state issued vehicle registration, together with a valid Seal Beach Leisure World Resident Mutual 17 decal affixed to the windshield. The decal can be obtained from the Security Department after showing proof of residency, a current driver's license, vehicle registration and insurance. Vehicles not displaying both items, or a temporary parking permit signed by a director, will have a "Notice of Vehicle Removal from Private Property" placed thereon, and may subsequently be towed in accordance with the Mutual's "Private Property Tow Services Agreement" in effect at the time.
16. Vehicles not owned or leased by a Mutual Seventeen resident may not be parked in the garage areas unless special permission has been granted by one of the Mutual Directors. Vehicles not in compliance will be issued a warning citation and, if not removed within 24 hours thereafter, will be subject to a fine of $\$ 50$. If the vehicle is not removed within a further 24 hours thereafter a "Notice of Vehicle Removal from Private Property" will be placed on the vehicle and a reasonable effort will be made to locate the owner. If the owner cannot be located and the vehicle is not removed it may subsequently be

## RESIDENT REGULATIONS

## Parking Regulations - Mutual Seventeen

towed in accordance with the Mutual's "Private Property Tow Services Agreement" in effect at the time.

## Electric and Other Vehicles - Parking and Charging

1. All electric and other vehicles, including golf carts, scooters, motorcycles, tricycles, bicycles, etc. must be owned by a bona fide Mutual Seventeen resident and be parked in the owner's/lessee's individual parking space, or in front of their parking space, or in the striped areas designated for that purpose adjacent to parking spaces $1,19,44$, 61, 86 and 103.
2. For safety purposes, any charging circuit which is installed to supply power to an electric vehicle shall be installed in an electrical conduit between the common electrical supply connection and the charging point, and a Ground Fault Interrupter circuit breaker receptacle must be provided at the charging point. The entire installation shall be at the vehicle owner's expense and shall be performed in strict compliance within all applicable codes and regulations, including Southern California Edison Company's requirements.
3. Before an electrical charging circuit may be installed a GRF permit must be obtained from the Physical Property Office and approved by the President, Vice President or any other Mutual Seventeen Director acting on their behalf. An electric usage fee of $\$ 15$ per month per vehicle will be levied and billed to the owner at six- or twelvemonth intervals by mutual agreement with the GRF Accounting Office. (blue means to discuss if we wish to include and exact amount)
4. Street-operated vehicles shall not be allowed within the homeowner's unit or within the lobbies, elevators, or residential floors of Mutual Seventeen's buildings. This includes bicycles and tricycles as well as electric carts. Electric wheelchairs and electric scooters, when being used by a certified disabled person, are exempt from this requirement, however they can not be stored in any common use area.

## Street Parking

## RESIDENT REGULATIONS

## Parking Regulations - Mutual Seventeen

All previous rules and regulations notwithstanding, henceforth the following rules and regulations will apply to all street parking areas on Del Monte Drive and Burning Tree Lane which are situated within the property boundaries of Mutual Seventeen.

Unless other arrangements have been made, with the approval of one of the Mutual Directors only the following vehicles are allowed to park in the above mentioned areas:

1. Vehicles owned by residents of Mutual Seventeen displaying a valid Seal Beach Leisure World Resident Mutual 17 decal.
2. Vehicles owned by guests or visitors of Muttal Seventeen residents when displaying on the driver's side dashboard or windshield, a guest pass, a temporary parking permit (blue slip) signed by a Mutual 17 Director, a parking permit issued by Security, a caregiver parking permit, a circular " 17 " decal or a Leisure World decal identifying the vehicle as being properly registered in any other Muttal.
3. Visitors to Mutual 17 are allowed to park in one of Mutuals 17 's outside parking space for the day.
4. Visitor vehicles must display either a resident Golden Rains Foundation resident entry decal, a current GRF entry pass, a temporary pass issued by the Security Department, a caregiver parking permit, or a circular "17" decal. These passes are to be placed in the front windshield on the driver's side. If not, the vehicle is at risk of bring towing.
5. Moving vans or trucks.
6. Vehicles delivering merchandise of any kind to a unit/resident of Mutual Seventeen.
7. Vehicles owned by a repair service or a contractor, or the Leisure World Service .

## RESIDENT REGULATIONS

## Parking Regulations - Mutual Seventeen

8. Maintenance Department, working in any unit of Mutual Seventeen or in any of the Mutual's common areas.
9. Emergency vehicles of any kind, including those operated by the Leisure World Security Department'
10.All other Leisure World official vehicles.
11.Official vehicles owned by any governmental agency (City, County, State, Armed Forces, U.S. Government, etc.)
12.U.S. Post Office vehicles

All vehicles must be parked either headed in or backed in, in such a manner that no part of the vehicle overhangs the sidewalk nor extends into the street.

Trailers not connected to a vehicle may not be parked on the streets.
All vehicles must display a current state-issued vehicle registration.
Mutual Seventeen residents/lessees and their guests may park their RV in front of their condo, or as near to their condo as is safely possible, for up to 72 hours for the purpose of loading and unloading. RVs may not be parked on any curb or walk, or any place that any other vehicle may not legally park. Hoses or electric cords may not be passed to such vehicle across any walkway or roadway, nor can anything be discharged from an RV onto the ground, pavement or into any open container. Exterior protruding items, such as steps or louvered windows, are not allowed. Small RV's being used by a resident as daily transportation must comply with the foregoing "Street Parking" regulations.

## RESIDENT REGULATIONS

## Parking Regulations - Mutual Seventeen

Owners/residents authorized* by (GRF) to reside in Mutual 17 will be issued two (2) Mutual Temporary Parking Passes that will allow overnight and short-term parking on Mutual 17 property. These passes are referred to as "visitor over-night/short term passes". Owner/residents can use these passes at their discretion. (* authorized Means the all fees related to GRF and the Mutual are paid and the owner/resident is authorized to resided within Mutual 17).

1. Issued visitor over-night/short term passes will list the associated unit number and an expiration date.
2. In the event the resident ceases to reside in the unit the visitor over-night/short term passes must be surrendered to the Mutual Board.
3. Loss of a visitor over-night/short term parking pass will not be replaced until the New Year. These visitor over-night/short term passes shall change appearance annually.
4. Vehicles not displaying a visitor over-night/short term parking pass are subject to being towed.
5. Any cost of towing and storage is the sole cost of the vehicle owner not the Mutual.
6. Parking in any of Mutual Seventeen's street parking areas by vehicles other than those listed above without special permission may result in the issuance of a citation. Whether or not a citation is issued, if the vehicle remains parked on any Mutual Seventeen property longer than twelve hours a "Notice of Vehicle Removal from Private Property" may be placed on the vehicle and reasonable efforts may be made to locate the vehicle's owner. Whether or not the owner is located, and the vehicle is not removed by the time indicated on the Notice of Vehicle Removal from Private Property, it may subsequently be towed at any time in accordance with the Mutual's "Private Property Tow Services Agreement" in effect at that time.

# RESIDENT REGULATIONS 

Parking Regulations - Mutual Seventeen

## Attachments:

$\square$ 7502.17A Parking Regulations Form

## MUTUAL ADOPTION AMENDMENTS

SEVENTEEN: 03-04-03
$10-05-04,02-04-14,04-01-14,04-05-16,10-04-$ 16,
02-07-17, 09-05-17
(Sep 17)
Page 7 of 7

