# A G ENDA <br> REGULAR MONTHLY MEETING OF THE BOARD OF DIRECTORS <br> SEAL BEACH MUTUAL FOURTEEN <br> December 21, 2021 <br> Meeting begins at 1:00 p.m. <br> Building 5 Conference Rm B and Zoom Video/Conference Call 

TO ATTEND VIA ZOOM: Shareholders to contact his or her building director or any other director to request the dial-in/login information. The preferred means of contacting your building director to obtain dial-in/login information is by email. The Shareholder will be provided with instructions on how to access the call via telephone or via video upon the Shareholder contacting his or her building director, or any director and requesting the call-in or login information.

TO PROVIDE COMMENTS DURING MEETING VIA ZOOM: Shareholders may participate in an Open Board meeting during the Shareholder open forum. In order to make a comment during the Shareholder open forum, the shareholder must (i) notify their building director of their intent to speak during Shareholder open forum, or (ii) submit their information, including their name, Unit Number, and telephone number, via e-mail to leemelodym14@yahoo.com, by no later than 4:00 p.m. on $12 / 20 / 21$, the business day before the date of the meeting.

1. CALL TO ORDER/ PLEDGE OF ALLEGIANCE
2. SHAREHOLDERS' COMMENTS
3. ROLL CALL
4. INTRODUCTION OF STAFF \& GUESTS

Mr. Meza, Building Inspector
Ms. Barua, Portfolio Specialist
Ms. Vasquez, Recording Secretary

## 5. APPROVAL OF MINUTES

a. Approval of Regular Meeting Minutes of November 16, 2021.
6. BUILDING INSPECTOR'S REPORT

Mr. Meza
Permit Activity; Escrow Activity; Contracts \& Projects; Shareholder and Mutual Requests (pp.3-4)
a. Discuss and vote to approve permit for Unit 14-023G. (pp.5-7)
7. SECRETARY / CORRESPONDENCE
8. PRESIDENT'S REPORT
9. VICE PRESIDENT'S REPORT
10. CHIEF FINANCIAL OFFICER'S REPORT

Ms. Simon

Mr. Melody
Mr. Stefun
Ms. Rosenfeld
11. CONSENT CALENDAR
a. Discuss and vote to authorize transfers of funds for Mutual 14.(p.8)

## 12. UNFINISHED BUSINESS

a. Discuss and vote to ratify adopted Form 14-7586-4 - Personal Property and Liability Insurance. (pp.9-11)
13. NEW BUSINESS
a. Approval of Monthly Finances (p.12)
b. Discuss and vote authorize Roseman Law, APC to review Management Agreement. (p.13-46)
c. Discuss and vote to amend Mutual 14 Rules and Regulations Section 2.3 - Inspection of Vacant Units. (pp.47-48)
d. Discuss and vote to ratify phone poll taken on December 01, 2021 (p.49)

## STAFF BREAK BY 3:00 P.M.

14. PORTFOLIO SPECIALIST

Ms. Barua
15. COMMITTEE REPORTS
a. Physical Property Committee Report
b. Landscape Committee Report
c. Emergency Information Report
d. Caregivers Committee Report
e. Pet Committee Report
f. Parking Committee Report
16. GRF GENERAL PROJECT UPDATES
17. DIRECTORS' COMMENTS
18. SHAREHOLDERS' COMMENTS (2-3 minutes)
19. ANNOUNCEMENTS
a. NEXT BOARD MEETING: Tuesday, January 18, 2021, at 1:00 p.m., Zoom/Video and Call Conference Meeting and Building 5 Conference Rm B
b. M14 NEWS: Shareholders interested in receiving the Larry Lowman Memorial Newsletter, published by Jack Faucett, please add your name to his list by e-mailing him @ larrylmemorial@gmail.com

## 20.ADJOURNMENT

21.EXECUTIVE SESSION

STAFF WILL LEAVE THE MEETING BY 4:00 P.M.

MUTUAL: (14) Fourteen
INSPECTOR:|Mike Meza
MUTUAL BOARD MEETING DATE: $\mathbf{D}$ December, 2021
PERMIT ACTIVITY

| UNIT \# | DESCRIPTION OF WORK | GRF/CITY PERMIT | PERMIT ISSUE | COMP. DATE | CHANGE ORDER | RECENT INSPECTION | CONTRACTOR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2D | CARPORT CABINET | GRF | 12/07/21 | 12/30/21 | NONE |  | MJ JURADO |
| 14-D | CENTRAL AIR SYSTEM | BOTH | 09/27/21 | 12/27/21 | NONE |  | GREENWOOD |
| 15-B | BATH ROOM FLOORING | GRF | 11/08/21 | 12/30/21 | NONE |  | LW DÉCOR |
| 15-C | RETRO FIT WINDOWS | BOTH | 12/01/21 | 03/31/22 | NONE |  | BODIES GLASS SERVICE |
| 15-I | SKYLIGHT KITCHEN/BATH | BOTH | 10/05/21 | 11/30/21 | NONE |  | M\&M CONSTRUCTION |
| 16-C | CENTRAL AIR SYSTEM | BOTH | 11/12/21 | 02/12/22 | NONE |  | GREENWOOD |
| 16-I | KITCHEN COUNTER TOP | BOTH | 11/19/21 | 02/25/22 | NONE |  | GODMAN CONSTRUCTION |
| 18-D | FLOORING | GRF | 10/01/21 | 11/01/21 | NONE |  | KARY'S CARPETS |
| 19-E | CARPORT CABINET | GRF | 12/30/21 | 12/30/21 | NONE |  | MJ JURADO |
| 19-J | FLOORING | GRF | 12/06/21 | 01/06/22 | NONE |  | FAMILY FLOORS |
| 25-C | SHOWER CUT DOWN | BOTH | 10/20/21 | 11/20/21 | NONE | FINAL 11/26/21 | NUKOTE |
| 26-E | GFI OUTLET IN PATIO | BOTH | 10/11/21 | 11/19/21 | NONE |  | JULIAN AGUILAR ELECTRIC |
| 28-L | PATIO TILE | GRF | 08/27/21 | 12/29/21 | NONE |  | L\&S CORE CONSTRUCTION |
| 29-E | WASHER AND DRYER | BOTH | 12/20/21 | 03/17/22 | NONE |  | JC KRESS |
| 30-B | PATIO ELEC OUTLETS | BOTH | 09/27/21 | 12/31/21 | NONE |  | BA CONSTRUCTION |
| 30-B | PATIO OUTLETS | BOTH | 10/01/21 | 12/31/21 | NONE | FINAL 12/03/21 | BRUNO H. ALVAREZ |
| 30-D | RAISE SHOWER BENCH | GRF | 12/09/21 | 01/29/22 | NONE |  | NUKOTE |
| 32-C | SLIDER/ WINDOWS | BOTH | 01/03/21 | 02/18/22 | NONE |  | BERKGIVIST CONSTRUCTION |
| 33-D | FLOORING | GRF | 11/25/21 | 12/03/21 | NONE |  | NATIONWIDE CONSTRUCTION |
| 33-D | CENTRAL AIR SYSTEM | BOTH | 12/08/21 | 03/08/22 | NONE |  | GREENWOOD |
| 48-L | RAMP AT SLIDER DOOR | GRF | 11/19/21 | 12/20/21 | NONE |  | JC KRESS |
| 49-J | CART PAD | GRF | 09/08/21 | 09/29/21 | NONE | Waiting on contractor | J\&J LANDSCAPING |
| 49-A | NEW ENTRY WALK | BOTH | 09/06/21 | 10/06/21 | NONE | Waiting on contractor | MJ JURADO |
| 49-G | LOWER CARPORT STORAGE | GRF | 11/05/21 | 11/15/21 | NONE | FINAL 11/26/21 | MJ JURADO |
| 49-K | KIT REMODEL/LIGHTING | BOTH | 09/01/21 | 11/27/21 | NONE | PLUMB/ELECTRICAL 10/27/21 | LOS AL BUILDERS |
| 50-F | COUNTERTOP/LIGHTING | BOTH | 11/20/21 | 02/28/22 | NONE |  | JC KRESS |
| 50-F | HEAT PUMP | BOTH | 09/03/21 | 12/03/21 | NONE |  | GREENWOOD |
| 52-E | CENTRAL AIR SYSTEM | BOTH | 08/30/21 | 11/30/21 | NONE | FINAL 10/01/21 | GREENWOOD |
| 52-G | UNIT REMODEL | BOTH | 05/17/21 | 11/25/21 | YES | FRAME/PLUMB 11/24/21 | PIP CONSTRUCTION |
| 53-A | KITCHEN REMODEL | BOTH | 12/01/21 | 03/01/21 | NONE | PROFORMANCE BOND | TERIN DUMAS INTERIOR |
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| ESCROW ACTIVITY |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Unit \# | NMI | PLI | NBO | FI | FCOEI | ROF | ACTIVE, CLOSIN | SED,NMI |
| 2-I |  | 10/26/21 |  |  |  |  | 113 | 94 |
| 2-J |  | 06/30/21 |  |  |  |  |  |  |
| 3-B |  | 10/12/21 | 10/20/21 | 10/22/21 | 11/03/21 | 12/02/21 |  |  |
| 3-J |  | 12/03/21 |  |  |  |  |  |  |
| 5-F |  | 07/20/21 | 10/13/21 | 10/13/21 | 10/25/21 | 11/03/21 |  |  |
| 13-F |  | 08/04/21 | 10/11/21 | 10/19/21 | 11/02/21 | 11/10/21 |  |  |
| 13-K |  | 07/22/21 | 08/24/21 | 08/30/21 | 09/11/21 | 10/21/21 |  |  |
| 17-G |  | 03/13/19 |  |  |  |  |  |  |
| 18-B |  | 11/17/21 |  |  |  |  |  |  |
| 18-D |  | 06/17/21 | 09/08/21 | 09/13/21 | 09/25/21 | 11/03/21 |  |  |
| 20-I |  | 06/16/21 | 07/06/21 | 07/06/21 | 07/18/21 | 09/13/21 |  |  |
| 21-E |  | 11/26/19 |  |  |  |  |  |  |
| 24-C | 11/05/21 |  |  |  |  |  |  |  |
| 24-H |  | 11/17/21 |  |  |  |  |  |  |
| 24-J | 09/13/21 |  |  |  |  |  |  |  |
| 25-A |  | 11/10/21 |  |  |  |  |  |  |
| 28-B |  | 07/28/21 | 08/10/21 | 08/11/21 | 08/22/21 |  |  |  |
| 28-H |  | 11/10/21 |  |  |  |  |  |  |
| 29-C | 11/10/21 |  |  |  |  |  |  |  |

INSPECTOR MONTHLY MUTUAL REPORT

| MUTUAL: (14) Fourteen MUTUAL BOARD MEETING DATE: |  | December, 2021 |  |  | INSPECTOR: |  | Mike Meza |
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| 29-E | 09/24/21 |  |  |  |  |  |  |  |  |  |
| 30-B |  | 06/30/21 | 07/02/21 | 07/14/21 | 07/26/21 | 08/20/21 |  |
| 31-D |  | 09/24/21 |  |  |  |  |  |
| 33-D |  | 10/12/21 | 11/09/21 | 11/09/21 |  |  |  |
| 50-E |  | 06/18/21 | 07/28/21 | 07/30/21 | 08/11/21 |  |  |
| 50-F |  | 06/25/21 | 08/02/21 | 08/09/21 | 08/21/21 | 10/04/21 |  |
| 51-C |  | 11/08/21 |  |  |  |  |  |
| 52-E |  | 07/15/21 | 07/28/21 | 07/30/21 | 08/11/21 | 11/04/21 |  |
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| NMI = New Member Inspection PLI = Pre-Listing Inspection NBO = New Buyer Orientation <br> $\mathrm{FI}=$ Final Inspection $\mathrm{FCOEI}=$ Final COE Inspection $\mathrm{ROF}=$ Release of Funds |  |
| :---: | :---: |
| CONTRACTS |  |
| CONTRACTOR | PROJECT |
| J\&J LANDSCAPE NOVEMBER 30, 2021 | Landscaping \& Irrigation |
|  |  |
|  |  |
| EMPIRE PIPE DECEMBER 31st 2022 | Annual inspection |
|  | Out going line only |
| FENN JUNE 1, 2022 | Pest and rodent control services |
|  |  |
| FENN PEST AND TERMITE | Bait station maintenance |
|  |  |
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| SPECIAL PROJECTS/ REQUEST |  |
| Contractor | Discription of Work |
| Godman Contractor | 23-G Extending entrywalk |
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| SHAREHOLDER AND MUTUAL REQUEST |  |
| 3-B Bathfan Inspection | Inspect mutual sidewalks |
| 18-J Ice maker line leaking | Contact Fire Avert |
| 20-L Termite damage at carport storage | Post roof walk building 51 |
| 13-F $\quad$ Refrigerator leaking | Empty unit inspection |
| 15-I Inspect sidewalk |  |
| 18-F Walk light not working |  |
| 19-K Inspect bathfan |  |
| 28-B Light not working in living room |  |
| 28-A Inspect unit |  |
| 49-I Refrigerator issues |  |
| 20-F Oven issues |  |
| 24-A Kitchen sink question |  |
| 24-H Cooktop not working |  |
| 33-D Open door for Greenwood |  |
| 5-A Check status on cooktop install |  |
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# Mutual Corporation $\mathcal{N}$ o. Fourteen 

MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO APPROVE PERMIT FOR UNIT 14-023G (BUILDING |
|  | INSPECTOR REPORT, ITEM A) |
| DATE: | DECEMBER 21, 2021 |
| CC: | MUTUAL FILE |

I move to approve the permit to expand the entry walk way for Unit 14-023G. Work to be done at the shareholder's expense.

START DATE 11/10/2021
COMPLETION DATE 12/24/2021
MUTUAL 14-0000 APT NO 023G

RESIDENT NAME Young Sook Lee ADDRESS 1881 Golden Rain Rd \#23G

## NATURE OF ALTERATION:

Remove old concrete slab \& dirt. Pour concrete- extension 6' of the porch \& walkway- $1^{\prime}$ extension of (1) side of the existing walkway-2" sand base \& 3.5" concrete slab with $10 \times 10$ wire mesh make wood form for pouring out concrete mix. Install Flag Stone on the porch \& walkway-60 sq ft.
(Per Building Mutual Standards)
Do not change or add to the above-specified alterations without proper written approval and change order from the Physical Property Office.

## NOTICE TO RESIDENT OF AGREEMENT

This represents your official Building Permit. When you receive this permit, place it in a conspicuous location in or at your unit. No alteration may be started until this permit is posted. Do not remove this permit until final inspections are completed.
I, Young Sook Lee , Owner/Member of the above apartment do hereby agree to bear the expense of the above alterations and, in the event of vacating this apartment, this alteration shall thereupon remain as part of the building.
I agree all work will comply with Foundation and Mutual Corporation policies, regulations and procedures. During my occupancy of this apartment, I will be free to use and enjoy the alteration within the framework of the Occupancy Agreement.
I also agree to be personally responsible for the repair and maintenance of the alteration, and authorize, in the event of my failure to perform, the Mutual Corporation to perform repairs or maintenance upon the alteration even though part of the alteration which has been authorized may be exterior to use interior surfaces of the perimeter walls, floors, and ceiling of the dwelling unit.
Further, I agree that I will personally maintenance the alteration and, in the event of my failure, after reasonable notice from the Mutual Corporation in the event that the Mutual Corporation performs any repairs or maintenance upon the alteration. I will immediate pay the Mutual Corporation upon being billed.
I will, in the event of sale or transfer, obtain the consent of the new owner/member(s) to become responsible for the repair and maintenance of the alteration herein provided.
***
Mutual Director's Signature Date

NOTICE TO CONTRACTOR - Contractor performing this work is required to maintain insurance in such amounts as may be deemed adequate by the Physical Property Office, considering the nature of the work which is undertaken. Prior to the issuance of this Building Permit, Certificates of Insurance and Endorsements, together with Contractor's licenses issued by the State of California and the City of Seal Beach, must be filled with the Physical Property Office.
CONTRACTOR MUST CALL PHYSICAL PROPERTY OFFICE FOR INSPECTIONS WHEN JOB IS READY.
City of Seal Beach Permit Required? Yes X No Permit \#
For final inspection, Contractor must call both the Physical Property Office and City of Seal Beach for a joint final inspection. (24 hours' notice is required)

NOTICE: Contractor must furnished copy of City of Seal Beach Permit with Valuation Amount before start of job.
Contractor must furnish Lien Release to Physical Property Office upon completion of alterations.
***
Contractor's Signature Date


Godman Contractor
Owner/Member Signature

Customer: Young Sook Lee (562-343-3522)
Address: 1881 Goiden Rain Rd., \#23 G, Seal Beach, CA 90740
Project: Install Flag Stone on the Porch and Walkway


Existing Floor Plan


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

MEMO

TO: MUTUAL BOARD OF DIRECTORS
FROM: MUTUAL ADMINISTRATION
SUBJECT: DISCUSS AND VOTE TO AUTHORIZE TRANSFERS OF FUNDS FOR MUTUAL FOURTEEN (CONSENT CALENDAR, ITEM A)
DATE: DECEMBER 21,2021
CC: MUTUAL FILE

I move that the Board authorizes the following transfers of funds, per detailed and dated resolutions, by consent calendar.

| Transfer/ <br> Invoice <br> Date | Amount | Originating/Destination Accounts or Payee |
| :--- | :--- | :--- |
| $11 / 09 / 2021$ | $\$ 389,957.66$ | US Bank Impound to US Bank Checking |
| $11 / 18 / 2021$ | $\$ 391,971.43$ | Invoice \# Multiple Check \# 11338 - Orange County Tax <br> Collector |
| $11 / 23 / 2021$ | $\$ 35,059.25$ | US Bank Checking to US Bank Restricted Money <br> Market |
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# Mutual Corporation $\mathcal{N}$ o. Fourteen 

 MEMO| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO RATIFY ADOPTED FORM 14-7586-4 - |
|  | PERSONAL |
| DATE: | PROPERTY AND LIABILITY INSURANCE (UNFINISHED BUSINESS, ITEM A) |
| CC: | MUTUABER 21, 2021 |

I move to ratify adopted Form 14-7586-4 - Personal Property and Liability Insurance; the 28Day posting requirement has been met.

## SEAL BEACH MUTUAL NO. FOURTEEN

## Shareholder/Resident Regulations

## Personal Property and Liability Insurance

All Shareholders (whether residing in the Unit or not) must carry general liability insurance (either in the form of an HO6 policy or a renter's policy) with proper liability coverage. The general liability insurance policy shall cover the entirety of the contents within the Unit, any damage to the interior of the Unit, any damage to property owned by third parties, and any personal injury occurring in the Shareholder's Unit or adjacent property, for which the Shareholder is responsible. The general liability insurance policy requirements are set out below.

## 1. THE SHAREHOLDER SHALL:

1.1. Obtain and maintain a general liability insurance policy, at his/her/its sole expense.
1.2. Be liable for the cost of any deductible their policy has with respect to any claim for which a Shareholder is insured and is liable; and
1.3. Obtain general liability insurance in an amount sufficient to cover personal injury to other persons who may be injured in their Unit or on other property for which the Shareholder is responsible, but in no event less than $\$ 300,000.00$.
2. The Shareholder and/or Qualifying Resident must provide the Mutual with proof of insurance within thirty (30) days from the date the Qualifying Resident executes the Occupancy Agreement. The Shareholder is not relieved of any liability due to the Shareholder's failure to insure their property.
3. Notwithstanding any other provision in the Governing Documents, each Shareholder shall be liable for his/her/its own negligent or intentional actions resulting in damage to property or personal injury, including the cost of any Mutual insurance deductible that Shareholder causes the Mutual to incur. The Shareholder is solely responsible for the cost of any damage caused by his/her/its own negligent or intentional actions, including repairing or replacing any damage he/she/it causes to any personal property in the unit, including without limitation, furnishings, interior improvements, floor and wall coverings, appliances, fixtures and any damage to the unit, any other unit, or the building caused by water intrusion from whatever source, fire, or any other cause.
4. The Mutual shall only be responsible for the routine maintenance, repair, or replacement of Common Areas or facilities and for its own or its agents' and employees' negligent or intentional acts. Shareholder is responsible for any damage caused by the failure of Shareholder's standard fixtures, appliances and plumbing systems.
5. Although a Shareholder may be unable to occupy the Unit while repairs are being made, the Shareholder shall, nonetheless, be responsible for any living expenses incurred during repairs and the monthly assessment on the Shareholder's Unit regardless of who

## SEAL BEACH MUTUAL NO. FOURTEEN

## Shareholder/Resident Regulations

## Personal Property and Liability Insurance

Document History
Adopted: 21 Dec 2021
Prospective Buyer

Prospective Buyer

Date

Date

Date

Keywords: Mutual Fourteen Insurance Personal Property Liability
caused the damage. The Shareholder, may, however, be indemnified by any and all individuals and entities who are liable for the damage making the Unit inhabitable.

I have read and understood what is required for personal property and liability insurance in the above named Mutual, including necessary documentation.

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

## MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | APPROVAL OF MUTUAL MONTHLY FINANCES (NEW BUSINESS, ITEM A) |
| DATE: | DECEMBER 21, 2021 |
| CC: | MUTUAL FILE |

I move to approve that the review of the Mutuals' operating accounts, reserve accounts, current year's actual operating revenues and expenses compared to the current year's budget, the latest account statements prepared by financial institutions where the mutual has its operating and reserve accounts, and the income and expense statement for the mutual's operating and reserve accounts have been approved; and, further, that per Civil Code Section 5500(a)-(f), the check register, monthly general ledger, and delinquent assessment receivable reports have been reviewed for the month of November 2021.

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

MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO HAVE ROSEMAN LAW, APC TO REVIEW GRF |
|  | MANAGEMENT AGREEMENT (NEW BUSINESS, ITEM B) |
| DATE: | DECEMBER 21, 2021 |
| CC: | MUTUAL FILE |

I move to authorize Roseman Law, APC to review the GRF Management Agreement at a cost not to exceed $\$ 3000.00$. Funds to come from Legal and authorize the President to sign any necessary documentation.

## MANAGEMENT AGREEMENT

Agreement made this $\qquad$ day of $\qquad$ 20 $\qquad$ by and between GOLDEN RAIN FOUNDATION, a California not-for-profit corporation, having its principal office at Seal Beach, California, hereinafter called "GRF" and Seal Beach Mutual No. $\qquad$ , a non-profit 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 non-profit cooperative housing corporation providing housing in the community identified as Seal Beach Leisure World ("Development") principally for residential use by the Mutual's stockholders, hereinafter referred to as "Shareholders".

## FOLLOWING SECTION IS 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.

## II TERM AND TERMINATION OF THE AGREEMENT

(a) This Agreement shall be in effect from March 1, 2022, to June 30, 2023, and automatically renews for successive one-year terms.
(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, in an amount satisfactory to GRF, against any outstanding obligations or liabilities which GRF may have incurred on behalf of Mutual pursuant to this Agreement.

## III GRF SERVICES

(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 change the services performed by GRF upon thirty (30) days prior written notice to GRF, which such change of service must be approved by GRF, in writing, within thirty (30) to ninety (90) days from receipt of Mutual's request.
(d) 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, or when necessary for the preservation and safety of property, belonging to Mutual.

## IV COMPENSATION

GRF shall be compensated by Mutual for all services provided in Article III(a) of this Agreement, and Exhibit "A", at the monthly rate reflected in Mutual's budget. The foregoing compensation is exclusive of the billable services as reflected in Exhibit "A". 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 thirty (30) 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 its duties under this Agreement, 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 of law, or for anything which it may do or refrain from doing hereunder, except in cases of willful misconduct or gross negligence by GRF, its directors, officers, agents or employees. 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.

## 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 thirty (30) 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.

## 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.

## 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 non-profit 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 non-profit corporation
13531 St. Andrews Drive, Seal Beach, CA 90740

4 of 8

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 non-profit 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 non-profit corporation
13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 334 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 non-profit 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 non-profit 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 non-profit corporation

13531 St. Andrews Drive, Seal Beach, CA 90740
Located in the County of Orange, State of California, and consisting of 376 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 non-profit 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 $122-30288-\mathrm{M}$ through $122-30291-\mathrm{M}$

SEAL BEACH MUTUAL NO. FIFTEEN, 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 502 dwelling units, which property is also designated as FHA Project Nos. 122-30298-M and 122-30340-M through 122-30241-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. 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. $\qquad$ through $\qquad$
[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

$B y:$ $\qquad$

SEAL BEACH MUTUAL NO. ONE

By: $\qquad$ Dated: $\qquad$

EXHIBIT "A"

DATE: NOVEMBER 10, 2021

|  | If a Mutual <br> opt outs this <br> service will <br> no longer be <br> provided. | Item | Grandfathered | GRF <br> Services Billable or Nonbillable | Mutual Shareholder | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | NLP | 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 | NLP | 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 | NLP | Finance <br> Mutual Electrical Outlet <br> Rentals (MEO) | Annual billing - create and mail out invoices. Maintain the files of rental agreements. | Grand- fathered Non 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 | NLP | 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 | NLP | Finance <br>  <br> 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 | NLP | 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: NOVEMBER 10, 2021

|  | If a Mutual <br> opt outs this <br> service will <br> no longer be <br> provided. | 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 AV services. <br> 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 | NLP | 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: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | GRF Purchasing Dept. Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Descripition |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | NLP | 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 delayed. | Billable | Mutual |  |  |
| 2 | NLP | 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 | NLP | Purchasing - Special Materials Requests | Special Non-inventory purchase requests for ongoing items (i.e. skylights) | Billable | Mutual Shareholder |  |  |
| 4 | NLP | Purchasing - Appliances | Facilitate SRO split billings on upgrade items, i.e. bottom freezer refrigerators | Non-billable | Mutual |  |  |
| 5 | NLP | 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: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | GRF Security Services | GRF <br> Services <br> Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | NLP | 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 | NLP | Document member vs Mutual disputes or member 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 | NLP | Standby duty for Admin/Mutual meetings |  | Non-billable | Mutual |  |  |
| 4 | NLP | Vehicle Towing | Patrol officer | Non-billable | Mutual |  | Meet Mutual Director for vehicle tows, take picture and write reports. |
| 5 | NLP | Paramedic calls | patrol officer | Non-billable | Mutual 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 | NLP | Lockouts | Patrol officer | Non-billable | Mutual |  | Lockout services are provided to all Mutuals, 24 hours a day, 7 days a week. |
| 7 | NLP | 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 | NLP | 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: NOVEMBER 10, 2021

|  | If a Mutual <br> opt outs this <br> service will <br> no longer be <br> provided. | Item | GRF Security Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 14 | NLP | Death Investigations | If next of kin is at the scene but no legal authority exists, Security asks the occupants of the unit to leave. If necessary, the police will be called to ensure the interests of the deceased and minimize the liability to the Mutual regarding unauthorized people to stay in the unit. | Non-billable | Mutual |  | Security responds to all death investigations. If Security discovers the deceased during a welfare check, the police and paramedics are called immediately. If the deceased is unattended by anyone else in the unit, the coroner is called to the scene. If the coroner cannot find the next of kin, the coroner will take the deceased and seal the door with a Coroners seal. Security ensures the unit is secure. Mutual rules and policies will be followed. |
| 15 | NLP | Noise Check |  | Non-billable | Mutual |  | Security documents these types of incidents. |
| 16 | NLP | Welfare Checks |  | Non-billable | Mutual / Shareholder |  | Security will go to the unit to ensure the resident is safe. Security will contact the person reporting of the status of the resident. If there is any medical or other immediate issue, Security will notify the proper authorities. |
| 17 | NLP | Lost Residents |  | Non-billable | Mutual / Shareholder |  | Security responds to lost resident calls, along with observing lost residents while on patrol. If there is an issue with identifying the lost resident, the police are called for assistance. |
| 18 | NLP | Fire |  | Non-billable | Mutual |  | Security ensures that the fire department has been notified of any smoke or fire detected. Security at the scene will assist with the evacuation of residents and preserving the scene for investigators. |
| 19 | NLP | Resident Verbal Altercations |  | Non-billable | Mutual / Shareholder |  | Patrol officers will be sent when requested by a resident or a witness to DE-escalate verbal altercations between residents. If there is a crime involved, Security will call for police assistance. |

DATE: NOVEMBER 10, 2021

|  | If a Mutual <br> opt outs this <br> service will <br> no longer be <br> provided. | Item | GRF Security Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 30 | NLP | Hazardous Issues |  | Non-billable | Mutual |  | When a hazardous issue occurs the Mutual will contact Security. Security will place cones and tape when required to ensure resident's safety and will report the issue to be remedied by the appropriate department. |
| 31 | NLP | Smoking / Other Offensive Odors |  | Non-billable | Mutual |  | Security will investigate the issue and refer any Mutual violations to the Mutual President. |
| 32 |  | Moving In / Moving Out Assistance |  | Non-billable | Shareholder |  | Security is called to assist residents who are moving either in or out of the community by saving spaces for a moving van to pick up and deliver property. Pod style storage units used for moving in or out are also saved spaces but must be removed in 72 hours. |
| 33 |  | Bus Service Reservations |  | Non-billable | Shareholder |  | Residents may call the Security office where all bus service, including disabled bus requests and reservations, are made 7 days a week. |
| 34 | NLP | Injured / Dead Animals |  | Non-billable | Mutual |  | Residents may call Security when they observe an injured or dead animal. |
| 35 | NLP | Service Maintenance Requests |  | Non-billable | Mutual |  | After regular business hours (Monday through Friday after 4:30PM and all day Saturday and Sunday), residents call Security to report a service maintenance issue. |
| 36 | NLP | Laundry Room Violations |  | Non-billable | Mutual |  | Mutual can call Security when violations of their laundry room facilities are occurring. |
| 37 |  | RV Parking Requests |  | Non-billable | Mutual |  | There are no parking spaces inside a Mutual to accommodate either a resident's or resident's guest's recreational vehicle. Security offers RV parking on GRF property to alleviate this issue. |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | GRF Physical Property Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 15 | NLP | Coordination and the city of Seal Beach Building Department approval (Unit flooding, fire. etc.) |  | Non-billable | Mutual I Shareholder |  |  |
| 16 | NLP | Coordination of repairs with Mutuals, contractors, and insurance companies. |  | Non-billable | Mutual / Shareholder |  |  |
| 17 | NLP | Escrow corrective work liaison |  | Non-billable | Mutual / Shareholder |  |  |
| 18 | NLP | Final inspections and escrow |  | Non-billable | Mutual / Shareholder |  |  |
| 19 | NLP | Follow-up escrow inspections and associated documentation |  | Non-billable | Mutual / Shareholder |  |  |
| 20 | NLP | Monthly BOD report |  | Non-billable | Mutual |  |  |
| 21 | NLP | Mutual Director Liaison |  | Non-billable | Mutual |  |  |
| 22 | NLP | Mutual job walks |  | Non-billable | Mutual / Shareholder |  |  |
| 23 | NLP | Contractor orientation |  | Non-billable | Mutual / Shareholder |  |  |
| 24 | NLP | Mutual policy review and updates |  | Non-billable | Mutual I Shareholder |  |  |
| 25 | NLP | New buyer interviews (orientations) |  | Non-billable | Mutual |  |  |
| 26 | NLP | New resident inspections |  | Non-billable | Mutual / Shareholder |  |  |
| 27 | NLP | Permit review |  | Non-billable | Mutual / Shareholder |  |  |
| 28 | NLP | Plan review for code compliance to support city of Seal Beach |  | Non-billable | Mutual / Shareholder |  |  |
| 29 | NLP | Plan review for policy compliance - Shareholder |  | Non-billable | Mutual/ Shareholder |  |  |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | GRF Physical Property Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 41 | NLP | 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 | NLP | Water and fire damage inspection and reports; claims and all other associated paperwork. Water/Fire damage project management. |  | $\begin{gathered} \text { See } \\ \text { comments } \end{gathered}$ | Mutual / Shareholder |  | Billing is per Mutual policy |
| 43 | NLP | Water/Fire damage project management |  | See comments | Mutual / Shareholder |  | 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 | NLP | Contract management (RFP for landscaping and pest management) |  | Non-Billable | Mutual |  |  |
| 45 | NLP | Roof inspections (non- <br> destructive) |  | Non-billable | Mutual |  |  |
| 46 | NLP | Roof repair service |  | Billable | Mutual |  | Can be outsourced |
| 47 | NLP | Termite inspections and associated documentation |  | Non-billable | Mutual |  |  |
| 48 | NLP | Vendor invoice processing |  | Non-Billable | Mutual |  |  |
| 49 | NLP | Annual Inspection | Includes: <br> -Annual inspections follow up letters -Annual inspection follow-up inspections (in addition to initial follow up) | See comments | Mutual/ <br> Shareholder | The annual inspection that has been done accompanied by the Physical Property Inspector, issuing follow-up walk- through will be considered standard nonbillable. | Additional follow-up walk-throughs that occurs due to violation of safety/fire inspection will be considered Billable and charged to the shareholder. |
| 50 | NLP | 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: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | NLP | 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 | NLP | Garbage Disposal | Service, install and repair | Billable | Mutual / Shareholder |  | Billing is per Mutual policy |
| 3 | NLP | Water Heater | $\begin{aligned} & \text { Service, install and repair ( } 30 \text { gal \& } \\ & 40 \text { gal) } \end{aligned}$ | Billable | Mutual / Shareholder |  | Billing is per Mutual policy |
| 4 | NLP | Laundry Room Water Heater | Service, install and repair (50 gal) | Billable | Mutual |  |  |
| 5 | NLP | Shower Hose/Head | Service, install and repair | Billable | Mutual / Shareholder |  | Billing is per Mutual policy |
| 6 | NLP | Supply Valve at Water Heater | Service, install and repair | Billable | Mutual |  |  |
| 7 | NLP | Supply Valves to Buildings | Service, install, repair and rebuild | Billable | Mutual |  |  |
| 8 | NLP | Backflow Water Supply Valve | Service, repair and rebuild | Billable | Mutual |  |  |
| 9 | NLP | Building Water Supply | Repair and replace water lines in walls and attics | Billable | Mutual |  |  |
| 10 | NLP | Hose Bibbs/Water lines | Repair, replace, and relocate water lines to hose bibs | Billable | Mutual |  |  |
| 11 | NLP | Hose Bibbs | Replace and repair hose Bibb (outdoor faucet) | Billable | Mutual I Shareholder |  | Only applies to approved, architecturally permitted hose bibbs. Others can be billable to the Shareholder. |
| 12 | NLP | Outside Water Supply | Repair and replace water mains to bldg. - repair and replace water lines to irrigation systems | Billable | Mutual |  | SM can outsource. |
| 13 | NLP | Bypass Waterlines | Connect temporary water lines to feed buildings | Billable | Mutual |  |  |
| 14 | NLP | Kennedy Valves | Exercise kennedy valves in the street Shut- off valves for contractors when needed | Billable | Mutual |  |  |
| 15 | NLP | Commercial Water <br> heaters/boilers. <br> Emergency service | Service and repair lines to boilers (mutual 17) | Billable | Mutual |  |  |

DATE: NOVEMBER 10, 2021

|  | If a Mutual <br> opt outs this <br> service will <br> no longer be <br> provided.$\|$ | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 32 | NLP | Angle stops | Service and replace angle stops under sinks, and at toilet | Billable | Mutual / Shareholder |  | Per Mutual policy |
| 33 | NLP | Sewer Laterals | a. Inspect broken sewer laterals | Billable | Mutual |  |  |
| 34 | NLP | 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 | NLP | 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 | NLP | Window Glass | Replace standard glass ONLY (mutual) | Billable | Mutual I Shareholder |  | Per Mutual Policy |
| 37 | NLP | Mirror. Standard mirrors | Service, remove and install | Billable | Mutual I Shareholder |  | Per Mutual Policy |
| 38 | NLP | Doors | Service, repair and install | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 39 | NLP | Rolling Doors for closets. Standard doors | Service, repair and install | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 40 | NLP | Weather Stripping (around standrad doors and windows) | Install around doors and windows | Billable | Mutual |  |  |
| 41 | NLP | Insulation (incl. water heater area) | Remove and install | Billable | Mutual |  |  |
| 42 | NLP | Standard screens | Assemble, rescreen, install and repair | Billable | Mutual / Shareholder |  | Per Mutual Policy |
| 43 | NLP | Standard Kitchen Counter | Service, modify, install and repair (see above) | Billable | Mutual |  |  |
| 44 | NLP | Standard Basin Counter | Service, modify, install and repair | Billable | Mutual |  |  |
| 45 | NLP | Cabinets | Service, modify, and install mutual standard cabinets | Billable | Mutual |  |  |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | GRF Service Maintenance - Mutual Property (Misc) | GRF Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 63 | NLP | 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 | NLP | Paint | SM is capable of painting all parking spaces, stops, curbs, ect. | Billable | Mutual |  | Primer and treat lumber ONLY |
| 65 | NLP | Roof Leaks | Locate and cover with plastic | Billable | Mutual |  |  |
| 66 | NLP | Attic Vent Screen | Service and reinstall | Billable | Mutual |  |  |
| 67 | NLP | Carport |  | Billable | Mutual |  | Lights, dry rot and termite (small repairs), paint parking spaces, small repairs on storage cabinets, ect. |
| 68 | NLP | Signs | Install building/carport signs | Billable | Mutual |  |  |
| 69 | NLP | Solar Panels | Clean solar panels ONLY | Billable | Mutual |  |  |
| 70 | NLP | 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 | NLP | Street Painting (Limited or outsourced) | Paint curbs and parking spaces (mutual) | Billable | Mutual |  | SM can outsource. |
| 72 | NLP | Asphalt (Limited or outsourced) | Patch holes | Billable | Mutual |  | SM can outsource. |
| 73 | NLP | Block Walls (Limited or outsourced) | Service, install and rebuild | Billable | Mutual |  | SM can outsource. |
| 74 | NLP | Stucco (Limited or outsourced) | Service, repair and patch | Billable | Mutual |  | SM can outsource. |
| 75 | NLP | Delineators | Setup cones and flashers for Mutual | Billable | Mutual |  |  |
| 76 | NLP | Steel Plates (Limited or outsourced) | Remove, reinstall and paint | Billable | Mutual |  | Steel cover plates over transformers. Mutual pays for outsourced service. |
| 77 | NLP | Delivery | Deliver materials for special projects | Billable | Mutual |  |  |
| 78 | NLP | Illegal Dumping | Pick-up large items left around trashbins, carports and units. | Billable | Mutual |  |  |

DATE: NOVEMBER 10, 2021

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

DATE: NOVEMBER 10, 2021

|  | If a Mutual <br> opt outs this <br> service will <br> no longer be <br> provided. | Item | GRF Mutual Administration Community Manager | GRF Services Billable or Non- billable | Mutual, Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | NLP | 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 | NLP | Insurance claims (as needed) | GRF or Portfolio Specialist | See <br> 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 | NLP | Executive session | Director or Portfolio Specialist | Non-Billable | Mutual |  | 16 meetings a month |
| 4 | NLP | 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 | NLP | Set up and attend meetings/ conference calls with the Mutual board and attorney | Director or Portfolio Specialist, with R/S | Non-Billable | Mutual |  |  |
| 6 | NLP | Monthly meetings with Mutual presidents or directors | Director or Portfolio Specialist w/R.S. | Non-Billable | Mutual |  |  |
| 7 | NLP | Review mutual meeting in Leisure World newspaper (weekly) | R.S. | Non-Billable | Mutual |  |  |
| 8 | NLP | Produce 16 Mutual agendas per month | Recording Secretary | Non-Billable | Mutual |  |  |
| 9 | NLP | Produce one presidents' council meeting agenda per month | Recording Secretary | Non-Billable | Mutual |  | President's Council |
| 10 | NLP | Create policy posting sheets for 16 Mutuals | Recording Secretary | Non-Billable | Mutual |  |  |
| 11 | NLP | Schedule and attend agenda prep meetings | Recording Secretary | Non-Billable | Mutual |  |  |
| 12 | NLP | Research (policies/legal rules and regulations) | Director/Portfolio Specialist | Non-Billable | Mutual |  |  |
| 13 | NLP | Update 16 Mutual rosters | Recording Secretary | Non-Billable | Mutual |  | As needed (as least annually) |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | GRF Mutual Administration Community Manager | GRF <br> Services Billable or Nonbillable | Mutual, Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 25 | NLP | Update primary resolutions for 16 Mutuals | Recording Secretary | Non-Billable | Mutual |  |  |
| 26 | NLP | Produce special meeting posting sheets for 16 Mutuals (special/executive) | Recording Secretary | Non-Billable | Mutual |  |  |
| 27 | NLP | Attend 16 mutual meetings per month | Recording Secretary | Non-Billable | Mutual |  |  |
| 28 | NLP | Attend one council meeting per month | Director or Portfolio Specialist w/R.S. | Non-Billable | Mutual |  | President's Council |
| 29 | NLP | Produce various training documents for new Directors? | Recording Secretary | Non-Billable | Mutual |  | Seminars |
| 30 | NLP | Emails | Director or Mgr's discretion | Non-Billable | Mutual |  | Review and respond, if necessary, to email/security reports. |
| 31 | NLP | SH file review | Director; Portfolio Specialist; or R.S. | Non-Billable | Mutual |  |  |
| 32 | NLP | Phone calls | Mutual department secry | Non-Billable | Mutual |  |  |
| 33 | NLP | Office visit/Mutual director | Director or Portfolio Specialist | Non-Billable | Mutual |  | By apppointment only |
| 34 | NLP | Maintain copies at desk for board member pick-up |  | Non-Billable | Mutual |  |  |
| 35 | NLP | Mutual board mtgs (exec session) session) | Portfolio Specialist | Non-Billable | Mutual |  | Prepare manager/director with files |
| 36 | NLP | 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 | NLP | Closed files | Portfolio Specialist/Office Secry | Non-Billable | Mutual |  | Maintain closed files in case they are reopened. |
| 38 | NLP | 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 | NLP | Emails | Recpt, Office Secry, R.S., Portfolio Specialist | Non-Billable | Mutual |  |  |

DATE: NOVEMBER 10, 2021

|  | If a Mutual <br> opt outs this <br> service will <br> no longer be <br> provided. | 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 | See Comments | 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: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | GRF Stock Transfer - New Buyer Escrows | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 |  | Rush Escrows - under 10 days | 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 buyer(s). | See Comments | $\begin{gathered} \text { Mutual / } \\ \text { Shareholder } \end{gathered}$ |  | 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. |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | 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 | NLP | 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. |
| 8 | NLP | Renters | To follow the established rules for the use of Trust Property by M/O and R/L. Follow the established rules for Mutual as well. | Billable See Comments | Mutual, Shareholders |  | Collect the required fees and update the systems accordingly. |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | GRF Stock Transfer - Counter Processes | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 |  | Passes: Service - NRCO, POA, Inheritor, Trustee, Administrator, Court Ordered Executor | To receive one of these passes a Service Pass Request form must be completed. The file is pulled so as to confirm authority. Any necessary paperwork is copied and attached to the fly sheet. 2 passes are issued with a small punch in the lower right corner allowing access to the community before/after hours and on weekends, as the regular gate passes are limited on their hours of entry. | Non-Billable | Mutual |  |  |
| 2 | NLP | Caregiver | ALL caregivers MUST register with EACH client they are assisting per Mutual Policies. | Non-Billable | Mutual / Shareholder |  |  |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | Item | Copy Center | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | NLP | 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 | NLP | 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 | NLP | 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 |
| 4 | NLP | Mutual copy orders | Copies ordered by Mutuals at the copy center | See Comments | Mutual |  | Mutuals billed for the copies at cost |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | ITEM | Finance Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 15 | NLP | Accounts Receivable | Reverse late fees per Mutual instructions | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 16 | NLP | 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 | NLP | Budgets | One-on-One budget meetings to compile budget information into template | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 18 | NLP | 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 | NLP | 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 | NLP | Cash Management | Research and process lockbox exceptions | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 21 | NLP | Cash Management | Review prior day bank activity for all Mutual bank accounts | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 22 | NLP | Cash Management | Follow up with payees on stale-dated checks | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 23 | NLP | Cash Management | Perform bank reconciliations for 31 checking account | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 24 | NLP | Cash Management | Send positive pay file to bank on a daily basis | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 25 | NLP | Cash Management | Reconcile and post daily lockbox file from bank | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 26 | NLP | Escrow | Prepare pink demand listing all outstanding balances and summarizing recurring monthly charges | Non-Billable | Mutual |  | Accounting services provided to the Mutual |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | ITEM | Finance Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 42 | NLP | Income Tax Returns | Pay quarterly estimated Federal and State income taxes | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 43 | NLP | 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 | NLP | 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 | NLP | Mutual Fires |  | See Comments | Mutual |  | May be billable to the responsible person for GRF services such as security. |
| 46 | NLP | 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 | NLP | Payment Processing | Add or update shareholder bank information for direct debits | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 48 | NLP | Payment Processing | Verify input of shareholder bank information for accuracy | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 49 | NLP | 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 | NLP | Payment Processing | Record miscellaneous cash receipts by Mutual (Green sheets) | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 51 | NLP | Payment Processing | Prepare bank deposits and scan checks to the bank by Mutual | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 52 | NLP | Payment Processing | Process lockbox exception payments | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 53 | NLP | Payment Processing | Batch mail monthly assessment payments to the lockbox payment processing center | Non-Billable | Mutual |  | Accounting services provided to the Mutual |

DATE: NOVEMBER 10, 2021

|  | If a Mutual opt outs this service will no longer be provided. | ITEM | Finance Department Management Services | GRF <br> Services Billable or Nonbillable | Mutual Shareholder Service | Committee Comments | Staff Description |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 65 | NLP | Regulatory | TIN match all new vendors to mitigate $B$ notices and improper 1099 reporting. | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 66 | NLP | Regulatory | Maintain vendor database including Form W9 for 1099 reporting | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 67 | NLP | Regulatory | Process 1099s for qualifying vendors at year-end | Non-Billable | Mutual |  | Accounting services provided to the Mutual |
| 68 | NLP | 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 | NLP | 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 | NLP | 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 | NLP | 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 | NLP | Budgets (Deleting this item and adding it to Mutual Administration Line \#46) | Coordinate the copying of annual budgets and disclosure statements (M12) (will be deleted) | Billable | Mutual | Fees should match copy center fees. Plus hourly rate TBD. | M12 budget contains additional pages (disclosures and policies) that are not included in other Mutual budget reports. |
| 73 | NLP | 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. |
| 74 | NLP | Insurance renewal (yearly) | GRF and Mutual | Non-Billable | All |  |  |
| 75 | NLP | Charging Stations |  | Non-Billable | Mutual |  | GRF will not be involved in the charging of Shareholders but will handle payments received from Companies. |

## EXHIBIT "B"

## 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. Fourteen 

MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO AMEND MUTUAL RULES AND REGULATIONS |
|  | SECTION 2.3-INSPECTION OF VACANT UNITS (NEW BUSINESS, ITEM C) |
| DATE: | DECEMBER 21, 2021 |
| CC: | MUTUAL FILE |

I move to amend Section 2.3 - Inspections of Vacant Units of the Rules and Regulations on a preliminary basis until the 28 -posting requirement has been completed. Section 2.3 will be ratifed at the next scheduled meeting and take effect if the board receives no comments.

## Rules and Regulations

being made, the Shareholder shall, nonetheless, be responsible for any living expenses incurred during repairs and the monthly assessment on the Shareholder's Unit regardless of who caused the damage. The Shareholder, may, however, be indemnified by any and all individuals and entities who are liable for the damage making the Unit inhabitable. (See Form 14-7586-4).
2.3. Section 2.3 - Inspection of Vacant Units.

Any vacant, unoccupied or seasonal-use unit in Mutual Fourteen shall be inspected every ninety (90) days by a GRF Building Inspector and the Mutual director assigned to the respective building. Inspections shall be conducted during the months of January, April, July and October. The inspection in October may be waived during the years that the Fire/Safety Inspection is conducted. There-will be a maintenancelinspection charge for vacant, unoccupied or occasional use Units in the amount of forty dollars (\$40.00) per inspection.

The inspection of vacant units for sale will not be posted. The inspection for unoccupied and seasonal-use units will be posted at least twenty-four (24) hours in advance of the inspection.

### 2.4. Section 2.4 - Smoking.

The Mutual No. Fourteen Occupancy Agreement ("Occupancy Agreement") provides that Shareholders shall not interfere with the rights of other residents and that Shareholders shall not commit or permit any nuisance within the Mutual.

The emission of secondhand smoke from devices including, but not limited to cigarettes, cigars, pipes, hookahs or similar items, may create conditions that interfere with the use and enjoyment of other Shareholders and Qualifying Resident's units, thereby constituting a nuisance. Thus, all Shareholders, Qualifying Residents, guests, and invitees must comply with the following, regarding secondhand smoke within the Mutual:
2.4.1. Any Shareholder and/or a Qualifying Resident/occupant/guest within the Mutual who wishes to smoke any substance (such as cigarettes, cigars, pipes, and/or hookahs or similar items) outside of a Unit may not do so within twenty (20) feet of any residential buildings in Mutual 14. This includes all exterior patios, but not porches.
2.4.2. Any damages and/or liability arising from the emission of secondhand smoke in violation of this rule by a Shareholder and/or a Qualifying Resident/occupant/guest, will be borne by the Shareholder and/or Qualifying Resident of the offending Unit.
2.4.3. If any Shareholder or Qualifying Resident believes that $\mathrm{s} / \mathrm{he}$ is
(Nov 2021)

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

MEMO

| TO: | MUTUAL BOARD OF DIRECTORS |
| :--- | :--- |
| FROM: | MUTUAL ADMINISTRATION |
| SUBJECT: | DISCUSS AND VOTE TO RATIFY PHONE POLL TAKEN ON DECEMBER |
|  | 01,2021 (NEW BUSINESS, ITEM D) |
| DATE: | DECEMBER 21, 2021 |
| CC: | MUTUAL FILE |

I move to ratifty phone poll conducted on Wednesday, December 01, 2021, to approve GRF Christmas gifts, at a cost not to exceed $\$ 300$. Funds to come from Operations and authorize the President to sign any necessary documentation.

