

**MANAGEMENT AGREEMENT  
SEAL BEACH MUTUAL NO. TWELVE**

Agreement made this 30<sup>th</sup> day of August, 2022, by and between GOLDEN RAIN FOUNDATION, a California nonprofit corporation, having its principal office at Seal Beach, California, hereinafter called "GRF" and Seal Beach Mutual No. Twelve, a California corporation, whose 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".

(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 (60<sup>th</sup>) 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 indemnify 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.

#### 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. 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

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.

SEAL BEACH MUTUAL NO. TWELVE

By Richard Carson  
Richard Carson, President

GOLDEN RAIN FOUNDATION

By Marsha Gerber  
Marsha Gerber, President

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Signatures Witnessed on August 30, 2022,

By Rose Marie Sprague  
Rose Marie Sprague, Vice President  
Seal Beach Mutual No. Twelve



	Item	Grandfathered	GRF Services Billable or Non-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.	Grandfathered 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.	Grandfathered 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.	Grandfathered 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	Finance 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.	Grandfathered 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.	Grandfathered 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.	Grandfathered Non-billable	Mutual	Mutuals 5, 11 and 12.	Will not add any new Mutuals to this service

DATE: JUNE 1, 2022

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

DATE: JUNE 1, 2022

	Item	GRF Recreation Department - Management Services	GRF Services Billable or Non-billable	Mutual Shareholder Service	Committee Comments	Staff Description
<b>1</b>	Janitorial services	Carport cleaning	Non-billable	Mutual		
<b>2</b>	Janitorial services	Dead animal pick up	Non-billable	Mutual		
<b>3</b>	Community Facilities services	Mutual meeting, Social event and election setup and AV services. Mutual Meeting and Election AV services.	Non-billable	Mutual		Including Presidents Council Meetings
<b>4</b>	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.
<b>5</b>	Janitorial services	Oil spot clean up, Carport and streets.	See Comments	Mutual / Shareholder		First time is free, any additional clean-ups are Billable. Hourly rate - Subject to change per the Janitorial Contract.
<b>6</b>	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.

	Item	IT Department - Management Services	GRF Services Billable or Non-billable	Mutual Shareholder Service	Committee Comments	Staff Description
1	Database management	Generate, print, e-mail/distribute resident masterfile reports. Generate, print, e-mail/distribute SROs by bill type reports (PDF) or (Excel). Generate, print, e-mail/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-billable	Mutual		Website contact form is forwarded to webmaster@lwsb.com. Forward inquiries to appropriate departments.

	Item	GRF Purchasing Dept. - Management Services	GRF Services Billable or Non-billable	Mutual Shareholder Service	Committee Comments	Staff Description
1	Purchasing - Special Materials Requests	Special Quote requests - meet with requester to gather information about their needs. Research products 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 vendor. 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 non-inventory items if delivery to Mutual is delayed.	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 Services Billable or Non-billable	Mutual Shareholder Service	Committee Comments	Staff Description
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 obsolescences 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 Non-billable	Mutual Shareholder Service	Committee Comments	Staff Description
1	Incident Reports - daily review and disseminate 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 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	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 / 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 traffic 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.

	Item	GRF Security Services	GRF Services Billable or Non-billable	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 / 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 assessed and documented. If GRF/Mutual property is damaged 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 non-stop 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.



	Item	GRF Security Services	GRF Services Billable or Non-billable	Mutual Shareholder Service	Committee Comments	Staff Description
14	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	Noise Check		Non-billable	Mutual		Security documents these types of incidents.
16	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	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	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	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.

	Item	GRF Security Services	GRF Services Billable or Non-billable	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.

	Item	GRF Security Services	GRF Services Billable or Non-billable	Mutual Shareholder Service	Committee Comments	Staff Description
30	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	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	Injured / Dead Animals		Non-billable	Mutual		Residents may call Security when they observe an injured or dead animal.
35	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	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.

	Item	GRF Physical Property Department - Management Services	GRF Services Billable or Non- billable	Mutual Shareholder Service	Committee Comments	Staff Description
1	Damaged unit inspection (damages caused by resident)		Billable	Mutual / 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		

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<b>13</b>	Contractor rules enforcement		Non-billable	Mutual / Shareholder		
<b>14</b>	Coordinating buyer/seller agreements during transfer of stock		Non-billable	Mutual / Shareholder		

	Item	GRF Physical Property Department - Management Services	GRF Services Billable or Non- billable	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 Mutuels, 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	Mutual / Shareholder		
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		

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28	Plan review for code compliance to support city of Seal Beach		Non-billable	Mutual / Shareholder		
29	Plan review for policy compliance - Shareholder		Non-billable	Mutual / Shareholder		

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	Item	GRF Physical Property Department - Management Services	GRF Services Billable or Non- billable	Mutual Shareholder Service	Committee Comments	Staff Description
30	Plan review with mutual approval		See comments	Mutual / 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		See comments	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 / 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: -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



	Item	GRF Physical Property Department - Management Services	GRF Services Billable or Non- billable	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	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	Contract management (RFP for landscaping and pest management)		Non-Billable	Mutual		
45	Roof inspections (non-destructive)		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: -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.

	Item	GRF Physical Property Department - Management Services	GRF Services Billable or Non- billable	Mutual Shareholder Service	Committee Comments	Staff Description
51	Overseeing mutual long term contracts	Includes: -Landscaping -Sewer cleaning -Termite and pest control -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 Illegal 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)	Non-Billable	Shareholder		

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	Item	GRF Service Maintenance - Mutual Property (Misc)	GRF Services Billable or Non-billable	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 - 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		

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	Item	GRF Service Maintenance - Mutual Property (Misc)	GRF Services Billable or Non-billable	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, 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

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	Item	GRF Service Maintenance - Mutual Property (Misc)	GRF Services Billable or Non-billable	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 / 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		

	Item	GRF Service Maintenance - Mutual Property (Misc)	GRF Services Billable or Non-billable	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	Trim and Moldings (standard equipment only)	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 / 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

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	Item	GRF Service Maintenance - Mutual Property (Misc)	GRF Services Billable or Non-billable	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 6ft., 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.

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	Item	GRF Service Maintenance - Mutual Property (Misc)	GRF Services Billable or Non-billable	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



	Item	GRF Service Maintenance - Mutual Property (Misc)	GRF Services Billable or Non-billable	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.

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	Item	GRF Service Maintenance - Mutual Property (Misc)	GRF Services Billable or Non-billable	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	Billable	Mutual / 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 outsource.
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.

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	Item	GRF Mutual Administration - Community Manager	GRF Services Billable or Non-billable	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)

	Item	GRF Mutual Administration - Community Manager	GRF Services Billable or Non-billable	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 confrence 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)

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	Item	GRF Mutual Administration - Community Manager	GRF Services Billable or Non-billable	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 appointment 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 re-opened.
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		

	Item	GRF Mutual Administration - Community Manager	GRF Services Billable or Non-billable	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. appropriate 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.

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	Item	GRF Stock Transfer - Escrow Related Processes	GRF Services Billable or Non-billable	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

	Item	GRF Stock Transfer - Escrow Related Processes	GRF Services Billable or Non-billable	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 Services Billable or Non-billable	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, co-occupancy 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 dual-occupancy 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.



	Item	GRF Stock Transfer - New Buyer Escrows	GRF Services Billable or Non-billable	Mutual Shareholder Service	Committee comments	Staff Description
3	Escrows	Adapt and Jenark systems are updated with buyer's information and the seller's move out information. Documents are generated for the escrow packet and submitted to the Mutual and GRF President or corporate officer for final signature/approval. At this time, an approval and demand form is sent to Finance to document any outstanding monies owed by the seller. That form is then sent back to Stock Transfer to prepare for escrow closing.	Non-Billable	Mutual / Shareholder		
4	Escrows	Upon Boards approval and signatures, the approval/demand form is sent to escrow in order to prepare for the close of escrow and the collection of all monies due to GRF or the Mutual. Checks for all monies due is sent to STO to log and forward to Finance for processing.	Non-Billable	Mutual / Shareholder		
5	New Buyer (s) Appointment	A new buyer(s) check-in is scheduled by the escrow company and occurs in the Stock Transfer Office. The check-in includes presentation of new ownership certificates, occupancy agreement, four free guest passes, parking policy, GRF identification card, one key to the unit, Mutual Bylaws, telephone directory, community map, bereavement and welcome booklets.	Non-Billable	Mutual / Shareholder		Four free guest passes may not be issued going forward but as long as they are we will add them to this service.

	Item	GRF Stock Transfer - Membership Transfer Process	GRF Services Billable or Non-billable	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. 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 Verification - 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 Verification - for all transfers except Nonresident Co-Owner	All calculations and documents are validated with the appropriate Mutual policy.	Non-Billable	Mutual		
5	Financial Verification - 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.

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8	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.
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	Item	GRF Stock Transfer - Death of an Owner	GRF Services Billable or Non-billable	Mutual Shareholder Service	Committee comments	Staff Description
1	Receive Notification of Death	Most frequently, Security notifies Stock Transfer of a death within Leisure World.	Non-Billable	Mutual		Stock Transfer notifies Mutual via email, phone call or in person. Depending on urgency.
2	Receive Notification of Death	Stock Transfer pulls the unit file, and verifies the unit information and legal authority information.	Non-Billable	Mutual		
3	Receive Notification of Death	Per Mutual Policy, Stock Transfer notifies the Mutual President of the death, legal authority, people present at death with phone numbers, emergency contacts, and registered caregivers and pets. Stock Transfer requests any direction needed from the Mutual President.	Non-Billable	Mutual		
4	Receive Notification of Death	Stock Transfer updates Jenark and Adapt with the appropriate legal authority changes.	Non-Billable	Mutual		

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	Item	GRF Stock Transfer - Counter Processes	GRF Services Billable or Non-billable	Mutual Shareholder Service	Committee comments	Staff Description
1	<p>Passes: Service - NRCO, POA, Inheritor, Trustee, Administrator, Court Ordered Executor</p>	<p>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.</p>	Non-Billable	Mutual		
2	Caregiver	<p>ALL caregivers MUST register with EACH client they are assisting per Mutual Policies.</p>	Non-Billable	Mutual / Shareholder		

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	Item	GRF Stock Transfer - Other	GRF Services Billable or Non-billable	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 Services Billable or Non-billable	Mutual Shareholder Service	Committee comments	Staff Description
1	Mutual Audit Financial Statements and Annual Budget copies	Carolyn Miller request copies of mutual (1-17) 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

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4	Mutual copy orders	Copies ordered by Mutuals at the copy center	See Comments	Mutual		Mutuals billed for the copies at cost
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	ITEM	Finance Department - Management Services	GRF Services Billable or Non-billable	Mutual Shareholder Service	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-Billable	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



	ITEM	Finance Department - Management Services	GRF Services Billable or Non-billable	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

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26	Escrow	Prepare pink demand listing all outstanding balances and summarizing recurring monthly charges	Non-Billable	Mutual		Accounting services provided to the Mutual
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	ITEM	Finance Department - Management Services	GRF Services Billable or Non-billable	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-Billable	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

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
	<b>ITEM</b>	<b>Finance Department - Management Services</b>	<b>GRF Services Billable or Non-billable</b>	<b>Mutual Shareholder Service</b>	<b>Committee Comments</b>	<b>Staff Description</b>
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 Comments	Mutual		May be billable to the responsible person for GRF services such as security.
46	Mutual Unit Acquisitions	Compile acquisition costs including court-defined 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

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53	Payment Processing	Batch mail monthly assessment payments to the lockbox payment processing center	Non-Billable	Mutual		Accounting services provided to the Mutual
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	ITEM	Finance Department - Management Services	GRF Services Billable or Non-billable	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

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	ITEM	Finance Department - Management Services	GRF Services Billable or Non-billable	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 interest 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, non-restricted 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.

	ITEM	Finance Department - Management Services	GRF Services Billable or Non-billable	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.

<u>Dept.</u>		
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 ¼ hour segments.