

## 14 GOVERNANCE



### *A. Background*

Rossmoor is part of the City of Walnut Creek and subject to City regulations, as well as Contra Costa County and special districts. The City of Walnut Creek has currently designated two council members to liaison with the Rossmoor community.

Rossmoor's internal governance is shared by the GRF and the 17 Mutuals which are individually and independently responsible for maintenance and management of the 6,678 Manors and the common properties they occupy. The GRF acts as the Trustee of the properties and facilities common to all of the 17 Mutuals (homeowners'

associations or common interest developments) which comprise Rossmoor-Walnut Creek, and is the corporate entity which provides services and programs to all of the communities' residents. Underpinning the governance structure is the 1964 Trust Agreement which, unless extended, will expire in 2024. To the degree that the GRF is subject to the Davis-Stirling laws relative to common interest developments, the GRF Board has resolved that the GRF is a community service organization and subject to the provisions of the Davis-Stirling Act relating to that type of entity.

The GRF Board consists of nine members with staggered three year terms, and Board members may be elected up to two times. Board members are elected in nine Districts, comprised of an approximately equal number of manors, with one vote allowed per manor. Voting is completed by mail annually. The ballots are mailed to an auditing firm, which provides official counts. The results are officially announced at the Annual Meeting of Members on the second Monday in May. Candidacy is established through Nominating Petitions. Any member residing within a District may be a nominee and manor owners may sign as many petitions as they so choose so long as they reside in the same district as the nominee.

There are three Standing Committees consisting of Board members, including Mutual Liaison, Policy, and Compensation, and five Standing Resident Advisory Committees consisting of one Board liaison and residents selected by the Board, including Aquatics, Audit, Finance, Fitness, and Golf. Ad-hoc committees, task forces, and CEO advisory groups are established as needed.

GRF meetings are open and are noticed via the Rossmoor News and televised by the TV channel. Annual financial reports are shared with the Mutuals as beneficiaries of the GRF trust. Records requests are honored per Davis-Stirling Act requirements for Inspection of Books and Records.

*B. Goals, Policies, and Actions*

<p><b>Goal GOV-1</b>    <b>Transparent, representative governance that is responsive to the needs of the Mutuels and Rossmoor residents.</b></p>
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**Policies**

- Policy GOV-1.1    Maintain and revise, as required, GRF's bylaws, policies, procedures, and rules so that they continue to respond to the needs of Rossmoor residents.
- Policy GOV-1.2    Continue to use a Trust Agreement or alternative governing method as a vehicle for cooperative and interdependent GRF and Mutual governance.
- Policy GOV-1.3    Continue to openly gather resident input on large projects before making decisions.

**Actions**

- Action GOV-1.1    Create a simplified document and diagrams explaining the Rossmoor governance structure and use it consistently on the website, in the Rossmoor News, and in GRF materials sent to residents.
- Action GOV-1.2    Establish a procedure for revising the Trust Agreement, or alternative governing method, well in advance of expiration on April 1, 2024. The revision should include both updates to reflect current conditions as well as a review of how the Trust Agreement's governance structure is meeting Rossmoor's current needs. Examples include but are not limited to:
- ◆ Assure continuity by long-term assignments of individual participants in the revision process.
  - ◆ Assure a Trust agreement is continuously in place during the revision process.

- ◆ Consider expanding input from the community members in decision making for major capital expenditures.
- ◆ Evaluate the policy of user fees for services.

Action GOV-1.3 Improve the publicity about the GRF absentee voting options for residents who are not present during a GRF voting period.

<b>Goal GOV-2 Participation by Rossmoor residents in GRF governance.</b>
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**Policies**

Policy GOV-2.1 Ensure that residents have appropriate opportunities to participate in GRF decision-making processes by providing opportunities such as one-on-one meetings with the CEO, Town Hall meetings with a professional moderator, and statistically valid surveys using current technology to gauge resident opinion on key issues.

Policy GOV-2.2 Encourage residents to participate in Ad Hoc and Resident Advisory Committees and CEO Advisory Groups, particularly when they have interests or expertise relevant to the topic being addressed.

**Actions**

Action GOV-2.1 Study whether to create a formal grievance procedure for residents with concerns related to GRF functions.

Action GOV-2.2 Expand the training and orientation program for GRF Board members and others in GRF leadership positions.