

**University Glen Community Advisory Group Meeting Minutes**  
**Thursday, November 30, 2017 4:00 pm – 5:30 pm**  
**Broome Library Rm. 1310**

In attendance: Mark Hewitt (University Glen Resident/Homeowners Advisory Council Board Member), Stephen Clark (CSUCI Faculty/University Glen Resident), Miriam Olson (University Glen Resident), Jake Friesen (Kennedy Wilson Properties, University Glen Common Area Property Manager), Mark Wagner (E+S Ring) Bill Robe (Community Member/Chairman), David Press (Community Member, UAS Board), John Gormley (CSUCI), Missy Jarnagin (CSUCI), Deanne Ellison (CSUCI), Caroline Doll (CSUCI) Called In: Ben Gordon (Kennedy Wilson Multifamily)

Absent: Jesse Elliott (Faculty/University Glen Resident), Rhonda Rodriguez (CSUCI Faculty/University Glen Resident)

**Call to Order (Bill Robe)**

The meeting was called to order at 4:05 p.m.

**E+S Ring Report (Mark Wagner)**

Much of what there is to report on is projects that have been in progress. Painting is finishing up on the apartments at Frenchy's and Cathedral Coves and work on the Town Center is nearing completion. There will be a break for the holiday. Deck work, re-plastering and new pool furniture are among the improvements being made to the Cathedral Cove pool area which may re-open in the month of December. Efforts are being made to complete the office complex remodeling before the New Year.

Q Dumplings is getting close to opening.

Question: What is the vacancy rate at the Town Center? Answer: All of the retail and housing units are full.

**Kennedy Wilson Property Management (Jake Friesen)**

Painting of Town Homes is scheduled to start on December the 4<sup>th</sup>. Work (removal of vegetation and personal property, repairs) must be completed to prepare. It is anticipated that it will take about a week to paint a block of 6 townhomes. There are plans to get multiple crews (possibly up to 5) working simultaneously as the project proceeds and crews are finished painting the apartments. Twin Harbor and Landing Cove will be the first homes painted with pressure washing starting on Monday the 4<sup>th</sup>. Windows will be covered. Suggestion has been to paint the doors on Saturdays so that owners can provide access. There will be a break in painting beginning on December 12 for the holidays. The project is scheduled to be complete by the end of April.

Landscaping continues to be a frustration voiced during HAC meetings. Work orders are being sent to address issues raised as well as standard repairs. .

14 Town Homes have been sold and need to be put into the system. One third of the sales were to the residents who occupied them as rentals. There are now less than 20 town homes owned by the Site Authority.

**HAC Report (Mark Hewitt)**

A number of accounting questions have been submitted to the campus. It was suggested that a group with 2-3 homeowners could be formed for purposes of understanding the budget development and reporting process.

A set of landscape photos taken in a two block area on Anacapa were provided to point out problems, which included bare areas, exposed irrigation lines and dead plants. Locations of problems were included.

Mark expressed frustration that he's attended 3-4 Advisory Group meetings but has little to report back to the HAC. Homeowners are frustrated with the process and how long it takes for work orders to be processed. It was suggested that if more power could be given to CAM manager that it would speed the process. It is also felt

that it shouldn't be necessary to require an owner requested work order to have an area mulched or for plants to be planted.

Chairman Robe commented that the purpose of the group is to start a dialog to heighten awareness. The CS system is a bureaucracy and John Gormley has to work within it; the advisory group forum allows the obstacles, restrictions and problems to be discussed in search of solutions.

### **CAM/Reserves Report (Deanne Ellison, Missy Jarnagin)**

Chairman Robe introduced the topic by stating there has been a desire by the Site Authority to identify all problems and provide solutions to residents at one time. This has caused delays in answering questions of residents sometimes causing distrust. Site Authority is now taking a different approach of sharing what work has been completed as it progresses toward answering the remaining accounting questions.

Deanne Ellison serves as the interim Executive Director of University Auxiliary Services which supports the Site Authority and manages dining services, among other things. She was a renter in University Glen beginning in 2006 and became a homeowner in 2009. In review of how common area maintenance fees have been managed, and reserves structured, she realizes that the \$277 per month she pays for common area maintenance allows little to be set aside for reserves and that more should have gone into reserves.

Missy Jarnagin is the AVP for Budget and Planning, has worked for the campus for 15 yrs. and in September was assigned to concentrate on accounting for the East campus.

Topics included in the presentation were: (see PowerPoint)

- Overview of Common Area Maintenance (CAM) Collections
- Background on CAM Data (See slide 4/ self-explanatory)
- Single Family Residence Collections: 2002 – 2016
- Townhome Collections: 2002 – 2016
- Reserve Expenditure Program
- Next Steps

Collections (slide 3) is a graph which shows the dollar amount of CAM fees collected from 2005 – FY 2015/15 (\$5,088,498) and from the amount collected, how much was contributed to reserves (\$1,094,018). The slide shows the breakdown of contributions attributable to the town homes and to the single family residences. It was noted that the single family and townhome residents aren't the only 2 groups that pay CAMS and contribute to the reserves.

Slides 5 + 6 show amounts collected annually for townhomes and single family residences, breaking out the portion allocated to reserves. (A correction in the total needs to be made on the single family residence slide from \$226K to around \$210K). The campus has charge/paid data from property management software (Yardi) since 2005.

Slide 7, "Reserves Expenditure Program"

Facilities Services is finalizing a 10-year maintenance program based on facilities assessment studies that have been conducted to be used as the basis for the reserves expenditure program. The slide shows the proportionate share contributed by the various unit types existing in the community.

QuickBooks was used to track revenue and expenses for the period 2002-2010 for CAM. The campus no longer has a license for the software and in accordance with CSU system wide records retention and disposition policy, vouchers and journals were destroyed. The period from 2011 – 2016 is available in the PeopleSoft financial system.

Discussion:

Chairman Robe commented that raising CAM fees had been considered multiple times since 2003 but given the state of the economy and the recession in particular, it was decided it would create a hardship on residents.

Missy Jarnagin reported that another accountant has been hired to help with University Glen accounting.

The 16/17 CAM annual report will be available shortly. The campus is working on next year's budget and how best to inform homeowners. The cost of a reserve study is typically a part of the operations budget. The campus/government uses fund accounting, "reserves" is a specific fund, Missy will be reviewing the fund in PeopleSoft for the period from 2011 – 2016.

Next steps include working on the 18/19 budget, identifying community priorities with residents, and considering raising CAM fees.

Missy and Deanne will present the report at the next HAC meeting scheduled for December 21, 2017. It was suggested that attendees who wish to make comments about/during the report be given a speaking time limit.

Comment was made that homeowners have expectations for maintenance based the amount of fees being paid, and would like to see basic improvement in neighborhood before fees are raised. They would like the Site Authority to be responsible for bringing up the standard before being required to make decisions due to a short fall. Given how the community evolved, once the analysis is complete, appeal could be made to the SA to provide a cushion so current residents don't have to absorb a "big hit".

John Gormley responded to maintenance issues. He requested digital copies of the landscaping pictures. He reported work is being done to improve including a Facilities Services web-link providing access to the most recent landscaping work plan. John acknowledged there are still issues with water on the pathways which wastes water and degrades them. He would like to better understand owner expectations and areas of concern. The community is receiving more service than they're paying for. Mike McConnell (long-time University Glen maintenance supervisor) is now working directly with residents and campus grounds staff to communicate and improve service. The tarp on the hillside that got destroyed by heavy winds last month is being replaced. A geotechnical report was commissioned; a civil engineer must now be hired. Projects are being added to the capital list and must be prioritized. The landscaping palate is now 10-15 yrs. old and needs to be revisited. Thought is being given as to how to "mesh" and upgrade the existing landscape palate over time to blend with the upcoming 32 acre development. The trip hazard assessment has been completed. Areas to be fixed will go on the priority list. Repairs to the decomposed granite path will also be put on the priority list.

Karen Romney inquired as to why a beautiful 100 year old sycamore on Channel Islands Dr. that was not dead was cut down. The reason was not known; the campus uses a tree trimming company to maintain trees.

Chairman Robe suggested that a group to include Mark Hewitt could be formed to look at the issues and help develop a level of service standard. E+S Ring and Kennedy Wilson could be a part of the group. A process could then be developed to manage accountability.

Jake Friesen suggested there could be a sub-committee which could include members of the Community Advisory Group who would work with Facilities Services/Mike McConnell and John Gormley. This group could become part of the structure of the Homeowners Advisory Council. Members would volunteer to serve, and be voted on by the HAC, to serve as the community advisory group for physical aspects.

Miriam Olson remarked that the photos illustrate that a minimal standard of acceptability is not being met and doesn't understand why a committee is needed to determine what's obvious to the naked eye. John Gormley disagreed stating it's not obvious and appreciates photos being sent to him. Levels of expectation vary and there must be consensus. Homeowners were told that the maintenance standard would be the same as was provided by Valley Crest, which they don't feel has happened and are frustrated.

There will be no meeting in the month of December. Regular meetings will be scheduled for the 4<sup>th</sup> Thursday of the month in the coming year. The next meeting will be January 25, 2018.

Happy Holidays!

The meeting adjourned at 5:38 pm.

The “Pending Issues” section below is to be updated at meetings adding, deleting or modifying as appropriate.

Pending Issues:

Landscape renovation including but not limited to irrigation, trees, walking paths – In progress

Consider creation of a small representative committee of residents to develop standards for landscape maintenance. Added 11/30/17

Additional street lighting along Channel Islands Drive (See HAC recommendation site plan March 8, 2017)

Additional bollard and walkway lighting along Channel Islands Drive (See HAC recommendation site plan March 8, 2017)

Current Reserve study for future budgeting

Consider creation of a small committee of residents to observe and understand the CAM budgeting process. Added 11/30/17

Past Reserve accounting to establish current reserves paid by residents and expended by Site Authority – In progress

Quarterly financial reports for Maintenance Rent expenses

Amendment to Ground Sublease to correct for:

- a.) Maintenance reconciliation calculation change from April 1 to October 1 each year to allow 90 days following actual fiscal year end
- b.) Clarify common area for detached homes and courtyard walls
- c.) Revise reference to University Glen Corporation to University Auxiliary Services