

**UNIVERSITY GLEN HOMEOWNERS' ADVISORY COUNCIL**  
**MINUTES for Wednesday, October 21, 2015**

**1. Call To Order**

- a. Meeting called to order at 6:01 by Chair David Carlson
- b. Attendees:
  - i. David Carlson, HAC Chair
  - ii. Kayleigh Fry, HAC Member
  - iii. Diane Estes, HAC Member
  - iv. Susan Engelmann, HAC Member
  - v. Deanne Ellison, UGC Representative
  - vi. Police, no attendee
  - vii. Approximately 14 homeowners

**2. Approval of Minutes**

- a. September 2015 minutes have been approved by the HAC online. They will be posted on the UGlen website.

**3. Public Safety Report**

- a. No Report

**4. New Business**

- a. Home Ownership Issue
  - i. Discussion regarding the problem with the failure of the SA to transfer the improvements to the homeowners
  - ii. Some homeowners have signed the updated agreements. All the corrections appear to have been made. Myriam said that she has spoken to Ken High and then went to the county recorder about the mechanics of the how to record the lease. How to record these documents yourself.
  - iii. How many homeowners has this affected?
    - 1. According to the UGC representative there are 70 homeowners.
  - iv. UGlen says it is entirely up to the homeowner if they want to correct it.
  - v. Some individuals stated that they will handle the correction themselves.
  - vi. There will be a meeting with the attorney on Sunday, October 26, 2015.
  - vii. Exhibit C – is missing from all the subleases. No Exhibit with the regulations.

**5. Unfinished Business**

- a. Accounting Group Update
  - i. Accounting group update – Dave N. was supposed to supply information which will answer the accounting group questions. He needs to provide the answers to the accounting group. Russ said that he spoke the Ken High about the missing items. A homeowner mentioned that the homeowners have accumulated 60 signatures which will be used to request the Chancellor's office to audit the UGC books as they relate to the CAM fees – it is time to make this request as the Site Authority and UGC have been ignoring our requests for months;
  - ii. Wolfgang has a list of the questions that have yet to be responded to by UGC.

- iii. Mary said the fees went up 20% back in 2007 – and we are still in the same place as we were back then, UGC raises the CAM fees, but refuses to provide financial backup information justifying the increase.
  - iv. Discussion regarding the money that UGC is taking from the homeowners which is characterized as “reserves”. UGC has been asked many times for the amounts of money in the reserves, how the money has been spent, the future plans for spending the reserve money, and in which bank account the reserves money is kept; UGC has not provided any of this information to the homeowners despite multiple request over several months.
  - v. Discussion regarding the private management company – the homeowners need to get a private management company to manage the common areas of UGC.
  - vi. Discussed the possible motivation of UGC to want to be continually involved in the management of the common areas after they sell off the apartments and the townhomes; makes no sense.
  - vii. Talked about the monetary issues of having UGC vs a private management company
  - viii. Discussed that the Site Authority approved the process to sell the apartments and to get requests for proposal. The Site Authority will get some quick cash vs steady income
- b. "East Campus Development Area Planning Group" update
- i. No meeting since last HAC meeting. No report at this time.
- c. CAM Fees
- i. The homeowners need some accountability with where the CAM fees are going, how UGC is being maintained.
  - ii. The homeowners have requested to know if the CAM fees have been reduced. If not, when will they be reduced?
  - iii. CAM fee payment via Condo Café. Someone requested that Condo Café take out CAM fees on the 10<sup>th</sup> of the month, however, the Site Authority took out two sets of fees – once on the 30<sup>th</sup>, then again on the 2<sup>nd</sup> of the month – this person had three months of CAM fees taken out of her bank account within a week of each other. CAM fee debiting needs to be more consistent. Deanne Ellison said she will get back to the HAC concerning the procedures as to how the CAM fees are drawn out of the homeowner’s bank accounts. One homeowner said he was told by a person working at UGC that the fees were withdrawn from bank accounts manually, however Deanne says it is done electronically.
- d. Condo Café Update
- i. Some homeowners are not satisfied with how Condo Café is working related to requests for repairs. The homeowners submit a request through Condo Café and then the request seems to disappear - there is no response from UGC as to whether the request has been completed, has been denied, has been delayed, or has been ignored.
  - ii. Other opinions concerning Condo Café are:

1. it is good to get an auto response – because no human being responds to the request;
  2. the response from Condo Café should be individualized;
  3. some people have had positive responses to maintenance requests;
  4. the gate has been painted and repaired, but broke again. Yes, an engineer is looking at it, that's great, but what is the official response from the Site Authority?
- iii. It was pointed out that if people put the request under the wrong category it may not get to the right person to do the job; some people mention that UGC/Condo Café have rejected request because they have not been submitted under the correct "Condo Café" category. Homeowners feel that UGC should be able to take in all requests and then route the request to the correct person for repair/maintenance and not reject the requests.
- e. CI Drive Street Lighting update
- i. The 2015/16 UGC budget submitted to the SA has lighting budgeted for \$120,000 along with the homeowner CAM fee increase of \$85,000. The owners want to know why the owners have to pay for so much of the street lighting when it is also used by the commercial, apartment, and townhome tenants. The homeowners make up 28% of the total residents so should pay only 28% of any fees.
  - ii. The homeowners want to know why any money for the lighting is coming from the CAM fees. The money should be coming from the high property taxes the homeowners pay to live here – the purpose of which is to maintain the infrastructure.
  - iii. David Carlson says that he believes no decision has been made whether UGC has decided what type of lighting will be installed, if any. Deanne Ellison will check on that.
- f. Town Center open mic update
- i. No report
- g. Landscape Maintenance
- i. Valley crest landscape maintenance crews have been doing some Saturday work. Request by homeowners as to how much longer this will continue. Is the community being charged extra for the additional work days?
  - ii. A homeowner wants to know whether there a schedule for tree trimming. If so, the homeowners request to be provided with this information. and if so where it is and what it says
  - iii. Homeowners are concerned about the Santa Ana winds which will commence very soon. How is UGC preparing for possible wind damage?
- h. Drought issues / Preparation for El Nino
- i. Discussion regarding the clearance in Calleguas Creek – getting ready for the El Nino – concern about the debris going down stream – a homeowner said that they need to clear the upper stream – we need to get the stream as clear as possible.

- ii. The townhome owners want to know what the Site Authority is doing to ensure the rain gutters are cleared before the rains come. Dave N. was told at the September meeting that the rain gutters need to be cleaned. As of this meeting, nothing has been done about cleaning the rain gutters. Deanne Ellison says she will check on it and get back to the community.
  - iii. Another homeowner mentioned possible flooding on the courtyards and suggested that people get their own sandbags.
  - iv. UGC is preparing a sandbag station near the Phase 1C swimming pool.
- i. Exterior Building Maintenance / Repairs
- 1. The University is hiring a structural engineer to investigate the site wall cracking throughout UGlen and develop a plan to repair the walls and eliminate future cracking.
  - 2. At the corner of Camarillo Street and Channel Islands drive all the sprinklers are still melted from the fires, the homeowners want to know why they have not been repaired. Other homeowners mention there is a lot of fire damage and the sprinklers are melted. An accounting group mentioned that a request was made for an accounting of the insurance proceeds from the fire in June 2015. The Site Authority has failed to respond to this request for information.
  - 3. Another person mention that on Camarillo Street when you make a left all the sprinklers are flowing onto the road – this is occurring around 7:55 in the morning – the sprinklers spray right up in the car – the problem of sprinklers spraying vehicles is not a new problem, it has been mentioned many times in HAC meetings.
  - 4. Tree roots destroying common area infrastructure. The homeowners mentioned that the root system of some of the trees in the common areas, such as the sycamore trees, are destroying the infrastructure such was the boundary walls and the sidewalks. Instead of dealing with the root system by removing the roots, the Site Authority has sheared off the concrete and allowed the root system to remain. Following this process through the next year or two, would mean that the sidewalks would be completely destroyed and uprooted by the tree roots. A different protocol needs to be implemented by the Site Authority to deal with these roots. While the landscape palate for the neighborhood included sycamore trees, it seems that whoever planted them, did not consider how large the root system would become. An arborist needs to be engaged to deal with this problem.
- j. Vehicle Storage in 2A/2B Update
- i. Homeowners want to know why the vehicles are still here – the 30 days to remove the vehicles which was promised by the Site Authority and by Dr. Rush has passed and the vehicles are still here;
  - ii. Homeowners mentioned that at the special Site Authority meeting Erik Blaine told the Site Authority that he had conducted poll and the majority of the homeowners didn't mind the vehicles – Erik Blaine failed to tell the Site Authority members that he has promised the homeowners a CAM fee reduction

if they allowed the vehicles to remain. The CAM fees reduction has not yet occurred.

- iii. The homeowners want to know where Erik Blaine's survey data is.
- iv. Trust issue: after the September meeting, it was asked privately to a few homeowners by Dave N. if they would be receptive of the idea of reducing CAM fees in exchange for keeping the vehicles here. At the time, this was not taken as a formal offer and was more or less 'too little, too late.'

- k. Pools, BBQ Areas, Fitness Centers
  - i. No comments

## **6. Management Office Report**

- a. Reported by Deanne Ellison
  - i. Chairman of the Site Authority Jim Constantine has requested an independent auditor to audit the CAM fees;
  - ii. The Site Authority is in the process of creating a monthly management report;
  - iii. The Site Authority was presented with a list of questions on July 5, 2015 that Erik Blaine is in the process of answering the questions; he is nearly finished with it;
  - iv. Maintenance – Mike McConnell is working with the campus to explore ways to keep the mud from flowing onto the road and to direct the flow of the water for the expected El Nino– the campus will be installing temporary concrete rails;
  - v. Also looking at an opportunity to build a wall on Channel Islands drive and Twin Harbors – on the other side of the creek – where the cars are;
  - vi. The concrete grinding – UGC has received several reports to grind down the concrete – other hazards – interlocking pavers are pulling up;
    - 1. on the walk way
    - 2. cut the roots that are doing the damages
    - 3. get removable pavers to go over the roots
    - 4. the sycamore are not correct for the area –
    - 5. need to cut the roots
  - vii. Exterior building maintenance and repairs – structural – roof gutters – no information about the painting the condos – rusted out hand rails will be part of the bid.

## **7. Architectural Reviews**

- a. None

## **8. Construction Updates**

- a. Student Housing Phase 3 continues on the south side of campus. Please drive and walk through this area with caution.

## **9. Additional Public Comments**

- a. None

## **10. Additional HAC Comments**

- a. None

**11. Upcoming Events**

- a. October 31, 2015 5:00 pm to 9:00 pm Operation Safe Halloween

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<http://universityglencorp.csuci.edu/>  
Next UGlen HAC Meeting:  
Wednesday November 18, 2015 6:00 PM