

**UNIVERSITY GLEN HOMEOWNERS' ADVISORY COUNCIL**  
**Minutes for Thursday, March 15, 2018 (6 PM)**  
**Sage Hall, Room 2030, CSU Channel Islands**  
**One University Drive, Camarillo, CA**

1) **Call to Order**

- a) At 6:03 PM Julie Rutherford, Chair of the HAC, called the meeting to order.
- b) HAC members present:

- Julie Rutherford
  - Mark Hewitt
  - Chris Williamson
- HAC members absent:
- Carolyn Phillips
  - Susan Engelmann

A majority of the HAC members were in attendance. There was a quorum.

2) **Approval of Minutes**

- a) The HAC Meeting Minutes for the February 15, 2018, HAC Meeting were distributed via email and Approved by a majority of the HAC members online.

3) **Public Safety Report (Officer Camp)**

- a) Officer Camp reported there was no activity to report in University Glen during the months of February-March.
- b) There were a couple of calls for medical service during February/March
- c) It was noted next week is Spring Break so UG residents will see a decrease in traffic.
- d) Officer Camp asked a question with regard to the "South" and "North" pool rest room locks. UGCAM Manager Friesen stated that the electronic FOBs are the means of access at the gates to the pools. The locks for the rest room doors within the pool gates are being removed and replaced with passage locksets. Friesen will verify with R&S Ring when the locks at the pools will be operational.

4) **Report on 2016-17 Reconciliation presented by Stephanie Bracamontes, UAS Financial Officer**

- a) Stephanie Bracamontes reported the 2016-2017 CAM Reconciliation Report is posted on the CSUCI website under the Homeowner Advisory Council Section.
  - The total revenue collected between the KWMF portfolio and the Single Family Homes and Townhomes portfolio is \$1,670,000 and the expenditures are at \$1,490,000. Comparing the actuals to the prepared Budget there was a significant drop in expenses mostly contributed to by the utilities section.
  - The Common Area Electric was down about \$45,000.

- The Common Area Gas was down about another \$8,000. The reduction in the Common Area Gas is attributable to the renovation of the pools. One of the pools was not in use during the renovation.
- Significant reductions were also shown in the Water (\$80,000) and Reclaimed Water (\$60,000) sections. The reduction in the Water and Reclaimed Water was attributable to conservation and the installation of the water meters for more accurate assessment of the water used. These drops in actual water usable should be a one-time reduction. Bracamontes stated she anticipated water/reclaimed water Budget for 2018-2019 will be in line with the actuals.
- Previously property insurance was included in the CAM Budget. That line item no longer applies here.
- The result of these reductions is that there is net excess income across the board with the exception of the townhomes where a contribution will need to be made to make the townhome operating budget whole. This will include a contribution to the townhouse reserves as well.

When Bracamontes asked whether anyone had questions, Wolfgang Pausch stated he was surprised that in comparison to previous years there is a difference of \$1,000,000. Pausch asked "where did that come from"? Pausch asked how can the dramatic drop in CAM fees be explained? Bracamontes stated that she will need to get back with Pausch and the other owners. She stated she did not do a comparison between the 2015-2016 and the 2016-2017 CAM Budgets. She did a comparison between 2016-2017 Budget and the actuals for that fiscal year. Bracamontes agreed to do a comparison of the fiscal year 2015-2016 and 2016-2017. Bracamontes stated she will address the questions Pausch presented.

Pausch stated he dropped Bracamontes' totals into a spreadsheet and reported he came up with different results. He stated that in the column for "total expenses" is actually about \$20,000 off. Pausch suggested the spreadsheet was not accurately updated. Bracamontes' agreed to go back and check.

Pausch questioned the pro-rata shares for the 672-units. Bracamontes stated she will check the calculation. Pausch suggested the administrative costs for the single-family home and townhouse owners there is significantly less administrative costs. Pausch asked why does KW-MP, owner of the apartments not contribute to the Reserves?

Bracamontes stated she will go back to her office and respond to each of the questions you have posed. Bracamontes stated she needs to validate the data to verify there are discrepancies in the 2016-2017 CAM Reconciliation before she can comment on Pausch's assertions.

Sandra Bolger questioned how the responses to Pausch's questions will be distributed.

Jake Friesen, HAC Manager, stated that many persons participated in the review of the 2016-2017 CAM Reconciliation.

Julie Rutherford requested looking at the very top column and that the pro-rata share would be calculated differently based on the CAM expense for the different types of units, i.e. apartments, townhomes, single family homes. Rutherford suggested it may be a spreadsheet formula issue. When the formulas are corrected the numbers may shake-out differently.

Pausch suggested the presentation of the 2016-2017 CAM Reconciliation should provide clarity not additional confusion.

Chris Williamson asked how the CAM 2016-2017 CAM Reconciliation feeds into and audit or the auditing process. Bracamontes stated there is an annual audit for the entire Site Authority operation. There is testing work as part of this audit, but it is not focused on the University Glen Common Area Maintenance.

C. Williamson asked what happens when there is a surplus shown on the reconciliation? Bracamontes stated that in the past when there was a deficit and the operation absorbed the shortfall. This year (2016-2017) the surplus will be "swept" into the CAM Reserves, as a contribution to the CAM Reserves.

Paasch stated that by his calculations by comparing the 2016-2017 Budget to the 2017-2018 Budget as reported he came up with a difference or refund to be applicable to every unit, renters and homeowners equally of about \$2,000 per unit.

Ed Lebioda stated that Paasch's assertion does not make sense because the CAM only collects about \$2,000 from him annually.

C. Williamson commented it seems there is an accounting story from when the sale of the apartments to KW-MF occurred. An example is the insurance with was \$100,000 in the 2015-2016 Budget which is eliminated in the 2016-2017 Budget. Bracamontes stated she will go back and look at a comparison between 2015-2016 and 2016-2017's Budget.

Mark Hewitt asked about the property insurance for the townhomes. Bracamontes stated the insurance for the townhomes is covered overall on the Campus side. Bracamontes stated she had not received an answer from the University's insurance group, but she will get an answer and report back.

Sandra Bolger commented that she understands that the CAM reconciliation is a small part of the overall Site Authority's Budget reconciliation. She stated that as homeowners they are concerned the numbers are correct. Bolger suggested coming down from the "4000-foot level to a 2000-foot level". Bracamontes stated a more detailed analysis is possible as the numbers are available.

Bracamontes stated the 2018-2019 will be presented to the Community Advisory Group at their next meeting. This is with the intention of being transparent with regard to the CAM Budget going forward.

J. Friesen, CAM Manager mentioned in the 2018-2019 Budget there are line items for specific Capital Expenditure Projects. Friesen mentioned specifically the light bollard project along Channel Islands Drive and the expansion of the Dog Park.

C. Williamson added that with the \$179,000 surplus, there may be room for the additional projects.

Friesen stated that before the surplus funds are allocated a new reserve study is scheduled to be completed. The new reserve study will provide expert information with regarding the order in which Common Area Maintenance items are addressed.

At the present time the process of the presentation of the 2018-2019 CAM Budget to the owners of University Glen is have the Budget presented to the Community Advisory Group. Following that review and comments the Budget will become part of the overall Budget which will be voted on by the Site Authority Board at their May 7<sup>th</sup> meeting.

J. Rutherford commented that a there are many constituents, not just the 5 UG homeowners on the CAG panel, looking at the 2018-2019 Budget. These constituents include KW-MF as well as CAM management. It was suggested that if individual homeowners are interested in budget discussion contact Mark Hewitt, HAC Member.

Bracamontes mentioned to Paasch that she just looked at the 2015-2016 report vs the 2016-2017 Report, the difference between the 2.7 million vs the 1.4 million. The drop is attributable to KW-MF purchasing the apartments and their share of the reserves. Paasch suggested he and Bracamontes talk individually.

b) S. Bracamontes moved on to the discussion of history of the CAM Reserves. The following items were addressed.

- Updated CAM collections
- Review of expenditures
- Reserve balances
- Next Steps

She stated that the data presented during this presentation was pulled from multiple sources including QuickBooks, PeopleSoft, and Yardi. Other sources include prior year's budget documentation. Bracamontes noted that the CAM rates differ between the Single-Family Homes and the Townhomes. The CAM fees reported in the presentation are the

CAM fees which were collected, not what was billed. In 2011 the budget year was changed to a fiscal year, July through June.

Bracamontes stated that the revenue side, the collected CAM fees, were presented by M. Jaragin. Updates from Jaragin's presentation to this presentation includes revenues from 2002-2004 and fiscal year 2016-2017 for both the Single-Family Homes and the Townhomes.

Paasch asked whether resident billings minus the collected CAM fees results in the unpaid balance. Bracamontes agreed with Paasch's assertion. Paasch pointed out a discrepancy on Bracamonte's spreadsheet sheet between the billings and the actual unpaid balance. Bracamonte's stated that she had used an estimate unpaid balance figure until the UGCAM accounting staff gave her the actual number. She said she will correct her spreadsheet now that the actual number is confirmed.

Bracamontes stated upon review reclassification of some of the reserve expenditures is necessary.

The Single-Family Homes incurred only \$9,700 in expenses over the years. These expenses were reported to have to do with the windows during the year 2010-2011. Paasch questioned the reported \$1,500 expense having to with windows because all of the Milgard windows in the Single-Family Homes are under warranty.

The question of the wooden gates came up. J. Friesen commented that there is discussion about the replacement of the gates throughout the property. This issue has come to the fore with the painting project. The remaining usable life of the wooden gates is intended to be addressed in the new reserve study.

The Common Areas incurred \$336,000 in expenses over the years.

Karin Gorden asked why there was a line item for window replacement when the manufacturer replaces the window under warranty. S. Bolger commented that there may have been something about the window's issue that was not covered by the warranty.

#### The Reserve Analysis and the Balances

Balance for UG Common Area	<b>\$1,100,000</b>
Balance for Single Family Homes	<b>\$55,000</b>
Balance for Townhomes	<b>\$839,000</b>

C. Williamson stated that these balances will rollover into the new Reserve Study.

J Rutherford stated she has lots of questions about the reserves. She asked what are we currently spending our reserve monies on? Rutherford mentioned that over time the reserve study seems to have morphed. She mentioned that at one time the exterior light fixtures on the

single-family homes were included in the reserve study and at some point, the light fixtures were no longer included in the reserve study. She also mentioned the inclusion of the half wall between the single-family homes and street has been included in the reserves, then it was excluded from the reserves, and now it appears it is included in the reserves again. Rutherford said she is interested in knowing what \$9,700 was spent for on the single-family homes because to her knowledge no one has done any work on her house which was stated to have come from the reserves. She stated it does not seem the owners can get a clear answer on where the reserves go. What the line items are. Where we start and where we finish.

Rutherford questioned who is going to decide what is going to be included in the reserve study going forward. What are we actually spending the reserve monies on?

Bracamontes stated that a portion of the \$9,700 which are shown coming from the Single-Family Reserves was for repair to gates. Rutherford commented that she replaced her gate herself because she did not realize gates were covered as a reserve study item for Single Family Homes.

J Friesen, UGCAM Manager is working with the Site Authority to procure a new Reserve Study for University's Common Areas, Single Family Homes, and Townhouses.

Ed Lebioda stated that the CAM Reserve Fund needs to show how the funds are being set aside for the replacement of the tile roofs which will need to be replaced in about 15-years. The funds to replace the tile roofs should not be diverted to address other maintenance issues.

J. Friesen mentioned that in the new upcoming Reserve Study there is conversation about including the landscaping and plant replacement in the Reserve Study so replacing the landscaping can be addressed and the costs associated can be budgeted.

C. Williamson mentioned are the two-bridges on the University Glen Property to be included in the new reserve study? Williamson mentioned that he has worked with reserve studies and there are items in reserve studies which are "gray" areas. Items which could be considered part of the operations or as budgeted to come from the reserves. Either way the item shows up as a budgeted item and can be tracked.

UGCAM will be working to procure a new Reserve Study which will forecast expenditures for the next 5-years.

Bracamontes reported that the UGCAM team has completed about  $\frac{3}{4}$  of the Budget process for the 2018-2019 Budget as of today.

J. Rutherford thanked S. Bracamontes for doing all the work she has done. Rutherford stated it means a lot to the owners in University Glen.

Rutherford stated that she has not seen or been a part of a discussion where the numbers for the collections and expenditures have been shown in a transparent manner and owners' questions are addressed.

- c) J. Friesen, UGCAM Manager offered that UGCAM has hard copies of the UGCAM Quarterly reports for the first two quarters of the 2017-2018 fiscal year available for viewing in the UGCAM office. For the First Quarter the Budgeted amount was \$311,000.00 and the actual was \$310,000.00. For the Second Quarter the budgeted amount was along \$312,000.00 and the actual was \$302,000. The detail of these reports is available in the UGCAM office. These quarterly reports are being offered in the interest of transparency, but because the collections and expenditures can vary somewhat depending the timing of the invoices, UGCAM does not intend to publish the UGCAM quarterly reports.
  - S. Bolger questioned whether the books are closed monthly. Bracamontes stated the books are closed monthly and UGCAM presents a monthly statement to the Site Authority's representatives. The invoicing for the landscaping was accrued for the first six months of the 2017-2018 fiscal year. As of December 31<sup>st</sup> actual landscape invoices were sent to UGCAM and those invoices have been paid.

5) **Mark Hewitt to present HAC at University Glen Advisory Group Updates**

- a) Mark Hewitt reported he presented the owners desire to provide a safe pathway/bike path to the 300-acre park along Camarillo Road. The two pinch points along Camarillo Road which would require removal of significant amount of the mountain at significant costs were given as reasons not to widen the pathway on the mountain side of Camarillo Road.
- b) Hewitt reported he suggested the as part of the 32-acre development a pathway from the 32-acre development over the mountain to the 300-acre park be included in the 32-acre development activity. Hewitt reported John Gormley, VP of Facilities Services said he has passed this idea on to the developers of the 32-acres. Hewitt reported the suggestion for a pathway over the mountain from University Glen to the 300-acre park will be shown in the CAG minutes.
- c) Hewitt reported asking about how to get the Reserve Study done for the University Glen Common areas, Townhouses, and Single-Family Homes. J. Friesen reported UGCAM is in conversation with the representatives of the Site Authority about the process to procure the UG Reserve Study.
- d) J. Rutherford asked whether J. Gormley is the only person who determines whether there is a safe bike path along Camarillo Road between UG and the 300-acre park?
  - Rutherford questioned what about a partial bike path which would not entail removal of significant amounts of the mountain? Rutherford stated that having a partial bike path would be better than having nothing because it is dangerous along Camarillo Road.

- Hewitt stated that basically J. Gormley is the person to work with. Hewitt commented J. Gormley stated widening the bike path along Camarillo Road would need to be put on a Capital Improvements List.
- C. Williamson commented that in his experience there are ways to bring important safety issues to the fore. Williamson suggested there may be ways to install K-Barriers which separate the people from the cars.
- Rutherford commented, it appears the bike paths along Camarillo just stop and it seems the bike paths could be extended.
- E. Lebioda stated he understands it is a question of right-of-way and the University does not have the right-of-way to extend the bike paths.
- Williamson asked if Camarillo Road is a county road or a state road? If it is maintained by the County, the County would be the ones to ask about widening Camarillo Road.
- W. Paasch stated he understands UG paid for the paving of Camarillo Road.
- E. Lebioda stated that the University repaved Camarillo Road as part of the development of the new entry to CSCUI. Lebioda offered that UG did not pay for the repaving of Camarillo Road. Lebioda asked whether with the development of the 32-acre project, there was a requirement to widen the road. The owners offered that during the Environmental Impact Report (EIR) for the 32-acre development it was determined expansion of Camarillo Road was not required.
- Rutherford stated that during the EIR process she and other owners pushed for the widening of Camarillo Road.
- Caroline Doll offered that Camarillo Road is part of the State Parcel. It was transferred from the Department of General Services to the Trustees. Camarillo Road is part of the State Parcel. The County has right-of-way. The Site Authority owns a part of the larger parcel which is the campus by not the Road.

6) **Management Office Report (KW-P/E&S Ring/Site Authority Representatives)**

- a) The UGCAM offices is now located in the Town Center, 45 Rincon Drive, Suite 103-3b. The office hours when the CAM manager will be in the office 2:00-4:00 PM daily Monday through Friday and other times 9:00-5:00 Monday through Friday by appointment. There is a drop box at the 45 Rincon Drive, Suite 103-3b address, so monthly CAM checks, property improvement applications, or other communications can be dropped off 24-hours a day / 7-days a week.
- b) The townhouse painting project continues. There have been delays because of rain and wind. The original schedule has been delayed about 3-weeks. About 30-days before the anticipated start date for a specific townhouse block, UGCAM

mails out a letter explaining what preparations the owners need to make before the painters start. About a week before the confirmed start date for a specific townhouse block, UGCAM emails the specific townhouse owners with reminders of additional preparations to be made prior to the start date for their specific townhouse block. The painting of the doors has transitioned to weekdays, generally on Wednesdays. For those owners who cannot provide access on Wednesdays, their names are added to a list and the painters will develop a schedule to complete painting the remaining doors. Owners are also providing UGCAM with their desired front door color in a timely manner.

- c) Regarding the new Fitness Center in the Community Center, a sanitary wipe and a hand sanitizer dispenser have been installed.
- d) In the Fitness Center, UGCAM has received several calls from residents raising the safety concern regarding residents under the age of 14 in and around strollers being unsupervised. We are working with E&S to develop posting verbiage with the fitness Center rules saying... *Residents under the age of 14 need the immediate supervision of residents over the age of 14.* Further discussion and information will be forthcoming.

- S. Bolger commented that to have residents under the age of 14 climbing around on equipment is liability issue.

- Karin Gordon stated the following concerns about the Fitness Center
- At the ellipticals, there is laminate flooring which is lifting up.
- Gordon questioned how often does the Fitness Center get cleaned? The Fitness Center is cleaned daily.
  - (1) S. Bolger mentioned the mirrors do not appear to be cleaned regularly
  - (2) Gordon reports there is mud all over the floor mats.

- e) UGCAM Manager Friesen, E&S Ring Management, and Maggie Tougas of the Emergency Preparedness Team had a conversation about the annual Safety Day event. Last year E&S Ring and KW-MF paid for the Safety Day which had a price tag of over \$5,000.00. That said, management has heard the community's concern about the Evacuation Plan for University Glen Residents in the event of a natural disaster. UGCAM, E&S Ring, and the CSUCI Police Department are having a community meeting/event on Wednesday, April 18<sup>th</sup> 5:00-7:00 PM in the Community Center Lounge during which the UG Evacuation Plan will be presented and discussed. A flyer will be emailed to all residents as well as postings on the mailboxes. This event is for all residents of University Glen including those living in the Apartments, Single Family Homes, and Townhouses. Light snacks and drinks will be provided.

- Regarding Safety Day, the management team along with the CSCUI Police Department is suggesting there be a series of community events throughout the summer and fall addressing safety concerns such as pool safety and preparing for winter, etc. Management is open to ideas of how to address safety issues with which the community is concerned.
- C. Williamson suggested having a presentation on earthquake preparedness including earthquake kits of varying sizes and costs.

- f) CAM Manager reports there are about 50 households who have not picked up their electronic security FOBs. If you or someone you know has not picked up their FOB, please do so.
- g) The Community Advisory Group meeting will be on March 29<sup>th</sup> due to Spring Break being the third week of March 2018.
- h) The next Site Authority Meeting, when the 2018-2019 Site Authority Budget of which the CAM Budget is a part will be voted on, is scheduled for Monday, May 7<sup>th</sup> at 11:30 in the second floor Conference Room of Broome Library.
- i) With regards to the pools and spas, Ventura County Health Department requires the chemicals and pH of the water be tested and recorded daily. UGCAM has been authorized to contact with the CAM pool vendor, Better Pools to provide this daily service. This will assure the pools/spas are in compliance with the Ventura County Health Department requirement. The cost to have Better Pools come out on the days they do their regular cleaning/monitoring of the chemicals/pH in the pool/spa water is \$500/month. This is approximately 16-visits to the site to monitor and log the chemical/pH levels per month. This service has been authorized by the Site Authority to meet the requirements of Ventura County Health Department.
  - The second part of the pool/spa chemical/pH daily monitoring is to procure bids for installation of automatic chemical feeder/pH monitor systems for each of the pools (2) and spas (2). We are working with CSUCI Facility Services to determine whether there is adequate floor area in the Santa Cruz Pool Equipment to accommodate the chemical monitoring equipment and tanks. Further investigation is ongoing.
- j) C. Doll mentioned E&S Ring is working on posting signage in the spa areas which more closely in keeping with health codes regarding the use of the spa by residents younger than 14-years of age. The new signage permits residents under the age of 14-years with some guidelines.

M. Hewitt mentioned with the new verbiage regarding the age of residents using the spa the Ground Sublease will need to be revised/updated.

## 7) Unfinished Business

- a) Rutherford stated she wanted to continue the discussion of removing the gates at the base of the hill leading up to the water towers.

Friesen commented that Facility Services did get a quote to put chain link fence around the water towers alone which would allow for removal of the gates at the base of the hill. It is his understanding that the cost to install the fence around the towers has been presented to the VP of Business and Financial Affairs for consideration. The fencing project is being considered based on prioritization and cost.

Rutherford commented an easy solution is to put a person gate at the bottom of the hill in the existing security gate which allows people to gain access but restricts vehicle access.

#### 8) **New Business**

- a) C. Williamson requested an update on the status of the 32-acre project. Friesen reported that in discussions with KW-MP the start date for work is August 2018.
- b) K. Gordon offered the suggestion to extend the pools hours to 10:00 PM on Friday and Saturday nights.
- c) K. Gordon offered that if the pools/spas can be opened from 9:00 AM to 9:00 PM why can't the Community Center Lounge be open for 9:00 AM to 9:00 PM? She suggested the Community Center Lounge is "just for show". Gordon mentioned that she was aware of another residential complex where the Community Center Lounge amenity is open the same hours as their Pools/Spas amenity. She suggested the Event Space in the Community Center could be locked after the leasing center's business hours. She suggested that with the FOBs and the surveillance cameras it can be shown which households are in the amenities. She suggested the as the Police personnel clear-out and lock-up the pools, they could do the same at the Community Center Lounge.
- d) C. Doll mentioned the issue of residents of the community letting individuals into the amenities without gaining access with their FOBs. It is suggested members who are in the amenities controlling security by not letting persons in who knock on the door to be let in without a security FOB.

K. Gordon agreed and mentioned the same goes for the pools/spas and the Fitness Center.

J. Rutherford offered that University Glen is a good community and it is in the interest of everyone to foster UG's community spirit.

#### 9) **Architectural Reviews**

- a) The Owners in the 300 block of Anacapa Island Drive requested approval of their application to install a new gate on the alley side of their single-family home. The members of the HAC reviewed and approved by majority vote this Property Improvement Application.
- b) The owners in the 200 block of Landing Cove requested approval of their application to install wood lattice on their courtyard walls. The members of the HAC review and approved by majority vote this Property Improvement Application with the directive that the lattice will be installed after the painting project has completed the work on this townhouse.

#### 10) **Construction Updates**

- a) The Hillcrest Pool & Spa renovation project is anticipated to be completed mid-April 2018. The water is in the pool. The pool plaster needs to cure 28-days with the water in the place.

- b) UGCAM received notification that during Spring Break Chapel Drive between Fillmore Street and the A/E Parking Lot will be closed as Facility Services will be making repairs to the storm water line along Chapel Drive. Chapel Drive will be open 5:00 PM in the evenings through 6:00 AM.

11) **Upcoming Events**

- a) There will be a community event discussing the emergency evacuation plan for University Glen on Wednesday, April 18<sup>th</sup> at 5:00-7:00 PM in the Community Center Lounge. Maggie Tougas the CSUCI Emergency Preparedness Manager will present.

12) **Public Comments**

- a) None

13) **HAC Comments**

- a) None

14) **Meeting Adjourned**

- a) Julie Rutherford, HAC Chair adjourned the meeting at 7:40 PM.

Attendees:

Julie Rutherford, HAC Chair  
Mark Hewitt, HAC Member  
Chris Williamson, HAC Member  
Sandra Bolger  
Darcel Lang  
Wolfgang Paasch  
Steven Borecki  
Miriam Olson  
Karin Gordon  
Deanne Ellison  
Ed Lebioda  
Brett Eastman  
Stephanie Bracamontes, UAS Financial Officer  
Caroline Doll, CSUCI Representative  
Jake Friesen, HAC Manager

## **Future Neighborhood Improvements**

The following items are on a "Wish List" (*Included to retain resident's suggestions and concerns*)

- a) Beautification of DG path along creek adjacent Frenchy's Cove.
- b) Expanding the dog park.
- c) Suggestion for trees & picnic tables/benches between the Community Garden & Dog Park.
- d) Children's Playground in the Park.
- e) Addition of cell tower on the ridge by the water towers.

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### Upcoming Meetings

University Glen HAC

<http://www.csuci.edu/siteauthority/uglen-residents/homeownersadvisory/>

2018 Next Meeting: Thursday, April 19, 2018.

University Glen Community Advisory Group

<http://www.csuci.edu/siteauthority/uglen-residents/univ-glen-advisory-group.htm>

Next Meeting Dates/Times: Thursday, March 29, 2018, at 4:00 PM. The April meeting is scheduled for April 26, 2018, at 4:00 PM.

CSUCI Site Authority

<http://www.csuci.edu/siteauthority>

2018: Monday, May 7, 2018 at 11:30 AM

### **Contact Information for Residents (Taken from <http://www.csuci.edu/siteauthority/uglen-residents/>)**

**For Current Homeowners:** All payments of CAM fees shall be made via Kennedy Wilson's *RENTCafe*, by mailing a check, or by delivering a check to the mail drop at the UGCAM office at 45 Rincon Drive, Suite 103-3B, Camarillo, CA 93012. All maintenance requests shall be made via email at [UGCAM@kennedywilson.com](mailto:UGCAM@kennedywilson.com). For questions about monthly CAM payments or other questions, contact Jake Friesen, UGCAM Manager at 805-702-4038 or by email at [UGCAM@kennedywilson.com](mailto:UGCAM@kennedywilson.com).

**For Current Townhome Renters:** continue to use Rent Café to communicate concerns, ask questions, report maintenance issues, and pay monthly rent. If you wish to pay your rent by check, mail all payments to: Site Authority, One University Drive, Lindero Hall 2<sup>nd</sup> Floor, Camarillo, CA 93012. For additional issues, please contact Mike McConnell at 805-437-2675 or [mike.mcconnell@csuci.com](mailto:mike.mcconnell@csuci.com).

Home sales in the University Glen community, please contact Lori Lang at 805-437-2678 or [lori.lang@csuci.edu](mailto:lori.lang@csuci.edu).

Apartment rentals in the University Glen community, please contact University Glen Apartments at 805-465-0249.

Emergency Pager Number: All Homeowner & Townhome Renters maintenance emergencies outside of business hours: 805-739-8132.

Non-Emergency Number for Police Dispatcher: 805-437-8444.

