

University Glen Community Advisory Group Meeting Minutes
Thursday, March 29, 2018, 4:00 – 5:30 pm
Broome Library Rm. 1030

In attendance: Mark Hewitt (University Glen Resident/Homeowners Advisory Council Board Member), Miriam Olson (University Glen Resident), Jake Friesen (Kennedy Wilson Properties, University Glen Common Area Property Manager), John Gormley (CSUCI staff), Bill Robe (Community Member/UAS Board Member, Chairman of Advisory Group), Caroline Doll (CSUCI), Jennifer Arriola (E + S Ring), Stephen Clark (CSUCI Faculty/University Glen Resident), Stephanie Bracamontes (CSUCI), Jim Walsh (CSUCI), Deanne Ellison (CSUCI)

Call in: Mark Wagner (E + S Ring), Ben Gordon (Kennedy Wilson Multifamily)

Absent: Jesse Elliott (Faculty/University Glen Resident), Rhonda Rodriguez (Faculty/University Glen Resident), Karen Romney (University Glen Resident/Retired Educator), David Press (Community Member/UAS Board Member)

Call to Order/Chairman’s Report (Bill Robe)

The meeting was called to order at 4:00 p.m. Chairman Robe restated the purpose of the committee is to serve as a two-way communication conduit between the residents and stakeholders of University Glen and Site Authority. It is not a decision making body and Roberts Rules of Order are not followed but it does make recommendations to the Site Authority regarding issues of concern. Issues are being tracked and pending issues are listed at the end of meeting minutes. Bill suggested he would like the group would like to talk about “how we’re doing” if time allowed.

Kennedy Wilson/E&S Ring Report (Mark Wagner)

There have been some delays with the painting project due to rain. Access to facilities via the new FOB system is being implemented. The tile and stucco work on the Cathedral Cove pool is complete and the pool is now open. It is anticipated that painting of the Santa Cruz apartments will be completed in May.

HAC Report: (Mark Hewitt)

Stephanie Bracamontes provided a presentation, “Report on CAM Expenditures and Reserve Balances” during the HAC meeting. There are some outstanding questions from homeowners; Mark will send the questions to Bill Robe. Stephanie will develop written responses to the questions which will be provided to the homeowners.

The HAC continues to express interest in a presentation of the campus Evacuation Plan; Jake Friesen will cover plans for presentations in his report to the group.

Property Management Report (Jake Friesen)

- A draft of the CAM budget is being circulated internally for adjustments.

- Frustration exists over lack of clear communication from the painting contractor over work progress to allow homeowners to be prepared for work on their home. For example, there have been instances where pressure washing has occurred when notice was not provided and windows were left open.
- In the past, gutter cleaning for townhomes has not been included in the maintenance budget. Through the end of the current fiscal year, and as needed for the painting project, gutters will be cleaned. Next fiscal year gutter cleaning will be included in the budget and placed on the maintenance schedule.
- There were two dumpsters placed in the community to allow residents to dispose of property/trash. One located on Santa Cruz Island Dr. is no longer being used so will be removed. The second located on Elephant Seal is being used and will remain.
- Approximately 30 access FOB's have not yet been picked up. A reminder will be sent via email with a request to pick them up by Friday, April 4, 2018. As sales occur, Jake has been providing FOBs to new owners. For resales, a process must be developed to manage handling and tracking of FOBs. There is an application in Yardi that E + S Ring uses to track FOBs. UGCAM will procure a license to enable tracking through the CAM Yardi system.
- For a number of years there has been a Safety Day in University Glen which is resource intensive. This year it has been decided to host smaller, more focused, events. The first event will occur in the Town Center Amenity Center; it will be a presentation by Public Safety on the campus Evacuation Plan on Wednesday, April 18, 2018 from 5 – 7 pm. Light refreshments will be provided. Notification about the meeting will be sent via email along with a number of other notices to include: a call for nominations for the Homeowner's Advisory Council Board elections.
- The HAC election will be complete before the June meeting and allow the new officers to take office during that meeting.
- Better Pools is now monitoring chemical levels in pools daily in compliance with Ventura County Health Department requirements. Whether monitoring can be mechanized is being explored; necessary funds for mechanization would be included in the FY 19/20 budget.

Discussion:

The question of how many seats were up for election was posed. There are 3, Julie Rutherford and Susan Englemann are completing their terms, as well as Carolyn Phillips who filled the position vacated by Russ Petruzelli. Chris Williamson and Mark Hewett terms expire June 2019.

Jim Walsh will assume the role as the Site Authority liaison and will be attending the University Glen Site Authority Advisory Group and Homeowner's Advisory Council meetings.

CAM Budget (Jake Friesen and Stephanie Bracamontes)

Staff members from the campus and the UGCAM team have been working to develop the FY 18/19 budget that will be presented to the Site Authority Board on May 7, 2018 (see attached CAM 18-19 Excel document). The landscaping service agreement is being worked on. The

\$400,000 landscaping budget proposed is based on last year's budget, plus 5%, plus \$25,000 for replacement of plants and \$10,000 for irrigation repairs. The electric expense for the common areas is for street lights and bollards and based on actuals. Gas for common areas primarily represents the cost to heat the pools and spas. A "facilities fee" charged by Camrosa as reimbursement for expenses associated with installation of irrigation infrastructure is included in the "Water- reclaimed" line item. "Management Fees" includes a portion (\$42,549.00) of Mike McConnell and Jay Travers salaries for work related to the common areas. CAM fees per unit for FY18/19 are \$204.85 for single family homes and \$277.28 for town homes, which is very close to the FY 15/16 rates of \$194.86 for single family homes and \$277.54 for townhomes. Referring to the "CAM 18-19 Budget Notes" page, pest control is done once a month and gopher control once a week. "Maintenance supplies" includes bags for the dog pick-up stations. The termite inspection line item of \$3,600 is for the 200 townhomes. A process is being developed to guide how ideas for new projects will be tracked, and if approved, to manage the project through completion.

Discussion:

Stephen Clark inquired what the \$2,500 per month for pool maintenance includes? Better Pools cleans the spa and pool filters, skims, vacuums, checks chemical levels 3 times per week, M/W/F November through April. May through September service is 4 times a week. \$500 per month is charged to read the chemicals on days when regular pool maintenance does not occur. Fees also include travel time. Repairs which cost \$50.00 or less are done without prior approval. For repairs over \$50.00, the UGCAM office receives a quote and approval is required before repairs are made.

Ben Gordon commented that there are items listed that are specific to the townhomes that shouldn't be shared by all (i.e., gutter clean and termite inspections). Expenses specific to the townhomes are tracked and accounted for separately. Ben also inquired into the nature of the work that Mike and Jay perform on behalf of the common areas. Examples of work performed includes: oversight of CAM projects, seeing that street lights and bollards are functioning, paths and sidewalks are inspected and work scheduled, etc. Given their extensive experience and knowledge of the community, their service is invaluable.

18-19 Reserve Budget Requests, ppt. (Stephanie Bracamontes)

The proposed budget calls for an investment from Site Authority to fund CAM expenditures of \$361,048. Items this covers are: the reserve study, trip hazard remediation, a percentage of sidewalk repairs, a percentage of water tank repairs, potable water line relocation design, and hillside repair design. The budget of \$97,863 from CAM reserves includes bollards, a percentage of sidewalk repair expenses, and gate repairs.

Discussion:

Costs that are specific to townhomes are billed to the account for townhomes. Miriam Olson commented that since the lights along Channel Island Drive were not installed at the time of original construction that the expense should be covered by Site Authority reserves as opposed

to CAM reserves. It was asked if the Reserve Study has been approved and if it can be expedited. Approval is expected when the Site Authority Board approves the budget in May. Measures can be taken to line up and begin work with finalization of the study to coincide with the beginning of the next fiscal year in July.

Website Design (Deanne Ellison)

A request for proposals was released in December to select a design firm to revamp the University Glen website, Backer Media was selected. The objective is to gather and link all information related to current and future residents (homeowners, rentals, and prospective residents) of University Glen to one home webpage. The beta site for the website was “toured”, Deanne guiding, pointing out features such as the emergency banner across the top of the landing page where current and critical items can be prominently posted. The site will be continuously monitored and improved by a number of staff members who will be trained to make modifications. There is a feature for questions which provides a drop-down list for question type. The drop-down list serves to identify to whom a question should be sent for response. Once Backer Media has completed design, staff from the campus’ Technology and Innovation Department will review the site prior to bringing it live online.

Discussion:

How will the site be kept current? The UGCAM office will receive training as well as staff from University Auxiliary Services with oversight by staff appointed to work on behalf of the Site Authority.

Will emergency information be posted on “the banner”. No, the banner is not intended to serve as a means to provide information in the case of emergencies. The CI Alert system is an example of one means in which emergency information is broadcast.

When will the site go live? A presentation will be made to the Site Authority Board during the May 7, 2018 meeting; it will be ready to go live after the meeting.

Other (All)

What is the expectation with respect to term length for service on the University Glen Community Advisory Group? The group charter and appointments were originally directed to Bill Robe on behalf of Jim Considine of the Site Authority Board. Bill will contact Jim to discuss. It was suggested that term appointments be staggered for purposes of continuity. It was further suggested that service could be “ex officio” (by virtue of position/title held) and also members of the Homeowner’s Advisory Council could forward a recommendation/s with respect to who would represent their group.

Mark Hewitt commented it would be helpful to include on the new website a “who’s who” or organizational chart with names so community members would know, for example, who the police officers and other staff members serving the community are by name.

What is the process that triggers a capital improvement project? The campus is working on a process map.

What is the status on the landscaping group? Work continues on the proposed refresh design that is being done in conjunction with landscaping for the 32-acre development. There is a funding request for landscape design in the budget. Ben remarked that the traffic circles have been refreshed with drought-tolerant, low-maintenance plants and offered to share related information. Miriam Olson noted attractive landscaping while visiting Cedar Sinai and offered photos which she had taken.

What is the status of the audit committee? Annual audits are conducted of university auxiliary services for presentation to the Site Authority Finance Committee Board.

Closing Remarks (Bill Robe)

Thank you everyone for your service.

The next meeting will be held on April 26, 2018.

With no further business, the meeting was adjourned at 5:30 pm.

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

Updates –

2/22/18:

- Community Facilites Group completed the landscape walk with Facilities Services and a second walk will be scheduled by the CAM Manager.
- Facilities Services views the light bollard issue as a safety issue and has added it to the capital improvement list.
- A report was developed and presented addressing the historic expenditures from collected reserves.
- Emergency evacuation plans will be incorporated into the new website with a variety of contact points for more information.

3/29/18:

- The light bollard issue will be reviewed at the May 2018 Site Authority meeting.
- The 2018/19 CAM budget will be submitted to the Site Authority at its May 2018 meeting.
- Beginning with the 2018/19 CAM budget, quarterly financial reports will now be provided in the CAM office upon request.

- Authorization for a current Reserve Study will be presented to the Site Authority at its May 2018 meeting.

Still Pending or In-Progress –

- A small community based committee will be created to have input in 2019/20 CAM budgeting. The group has not yet been formed
- Ongoing - Landscape renovation including but not limited to irrigation, trees, walking paths. Plan is in process to coordinate with the 32 acre Kennedy Wilson development plans to include updated irrigation systems and planting palette.
- Additional street lighting along Channel Islands Drive (See HAC recommendation site plan March 8, 2017)
- 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.
 - d.) Review and clarify rules and regulations and related enforcement policies.
- A Process Map for Adoption, Implementation, and Completion of Capital Improvement Projects.
- Access for Recreational Purposes: possible road to water tanks.
- Review of walking/Jogging path running parallel to Camarillo Street.
- Consideration of a right hand turn lane exiting campus from Camarillo St. to Lewis Rd.