

University Glen Community Advisory Group Meeting
4:00 PM Thursday September 20, 2018
Lindero Hall Room 2801

In attendance: Bill Robe, David Press, Jake Friesen, Jennifer Arriola, Lori Lang, Mark Hewitt, Miriam Olson, Jim Walsh, Stephanie Bracamontes.

(University Glen Community Advisory Group meetings are being held approximately two weeks prior to the scheduled Site Authority Board meetings. Next Site Authority Board meeting is October 1, 2018.)

4pm Called to Order.

Chair Report (Bill Robe):

Mr. Robe suggested that the Group jump right into an email received by Mark Hewitt from a community member pertaining to some pool issues.

E & S Ring Report (Jennifer Ariola):

- Ms. Ariola stated that there was nothing to report -- no critical updates on anything at this time.

Site Authority Financial Report (Stephanie Bracamontes/Jake Friesen):

- Mr. Friesen reported that under the Net Income line item on the Common Area Maintenance Report there is a 4% deficiency of \$62,000. The total income was \$1,532,127 and the expenses were \$1,594,606. Two areas in particular divided the deficit equally. Trash and water collectively were over budget by just over \$30,000 accounting for the deficit. As to the trash, there was an increase that we were not aware of last summer for a dumpster for food disposal and a requirement from the Health Department.
- Mr. Robe questioned whether the food trash could be separated from residence pick up. Friesen indicated that this would need to be evaluated.
- Mr. Press suggested that locks be placed on the trash bins to secure. Mr. Friesen will look into this and determine if this is a requirement. Mr. Press further inquired whether the overage deficit was a result of work that would ordinarily come out of reserves. Ms. Bracamontes indicated that the reserves flow through the Site Authority and avoids the CAM ledger. The reserves debits and credits are outside of the report.
- Mr. Friesen added that the remaining \$30,000 had to do with unanticipated maintenance expenses. Those include Cal. Fire expenses, fitness center repairs and pool maintenance expenses (some because of Health Department requests after the annual inspection).
- Mr. Press questioned whether the gym equipment repair should be added to the reserve budget. He suspects that maintenance is not a part of reserves but replacement of equipment would likely be. Mr. Friesen indicated that this was more of an operations item versus a reserve item but he will discuss with the individuals doing the reserve study to provide some guidance.
- Mr. Robe voiced his gratitude for tidying up the budget.
- Mr. Friesen indicated there were various items that E&S Ring had previously been paying for that are now coming to CAM and segregated appropriately. Those include the fountains in the common area and the power and cable for the common areas such as the community center and the gyms. Gradually items such as the above are referring to CAM.
- Mr. Press asked when the power plant on campus will no longer be pulling power and suggested trying to obtain a grant from the County and perhaps to go solar. Walsh provided clarification that the University Glen was not drawing from the plant and independent from the plant.

- Mr. Hewitt requested clarification regarding the trash bins in the Town Center and KW's responsibility pertaining to CAM's. Mr. Friesen responded to Mr. Hewitt's satisfaction.
- Mr. Friesen shared the reserve balances.
- Mr. Robe indicated that the single-family home portion was low proportionately speaking.
- Mr. Friesen mentioned that the reserve study may show that the single family owners will be responsible for their own walls etc., consistent with the Ground Sublease. The reserve study is forthcoming.
- Mr. Robe asked where the \$62,000 shortfall in the budget was going to be made up.
- Mr. Friesen responded that for the single family homes and townhomes it would be allocated out of the reserves and reserves will be adjusted accordingly. Apartments will pay their own portion separately. No special assessment will be brought to the HAC at this time.

HAC Report (Mark Hewitt):

- Mr. Hewitt inquired about signs at the roundabout.
- Jennifer Arriola will look into this and respond at a later date.
- RV lot storage was requested as there is a lot of interest. Mr. Walsh responded that there are no parcel dedicated to RV storage but nothing is off the table. The University is always looking for opportunities to generate revenue.
- Mr. Hewitt mentioned that landscaping was a hot topic. He has conveyed a message to the community to take a picture and send to UGCAM.
- Mr. Walsh indicated that the SA is very proactive trying to make improvements to the landscaping. Everything slows down in the fall with landscape growth, mowing, etc. and with the extra time the crew will be able to focus on leaf pick-up.
- Mr. Hewitt wanted an update on the sidewalk issues. Walsh responded that a contractor is currently doing a survey but if one area stands out send an email and picture to Jake and he will get it resolved separate from the contractor survey.
- Mr. Hewitt presented an email from a community member regarding an incident at the pool and asked for some clarification about policing at the pool.
- Ms. Arriola indicated that cameras had been installed and a new FOB system is in place. All gates are now equipped with cups on the knobs to prevent individuals from reaching over and breaking in. She noted, aside from security measures, improvements such as new trash cans with lids are being placed in the pool area. She suggested that residents be proactive and if something blatant is going on to call the office during business hours. Monitoring is different from enforcement. She asked that the community be proactive by speaking out as an incident is occurring. Call the office and report the occurrence to be a part of the solution not the problem.
- Mr. Friesen stated that there are some cell phone issues at the Hillcrest pool. They are working on a solution. He also observed within the community that there is a mix of personalities that do not always agree on what defines proper pool behavior.
- Mr. Robe agreed and indicated that there are rules in place that need to be followed and enforced. He added perhaps some adjustment is in need to the Ground Sublease with the Rules and Regulations. There seems to be a continuation of enforcement issues and no solutions. A suggestion would be to better communicate with the community regarding the rules and keep the rules in front of them.
- Miriam Olson responded that she felt it boiled down to common decency. Certain people who don't want to deal with kids should have moved into a senior housing facility but all need to adhere to basic common decency and adhere to the rules. There needs to be a reminder to the community of the rules. In community pool situations, one does not get to be out of control. She suggested an e-blast to the apartment members as well as the homeowners prior to the summer months when people are outside and interacting more.
- Mr. Friesen suggested that police can be called in if there is a serious issue or after hours.

CAM Manager Report (Jake Friesen):

- The townhome project is finally wrapping up.
- Parking enforcement is now ongoing 24-7.
- There have been some changes to the Property Improvement Application process in an effort to streamline and UGCAM is working closely with Facilities Services. Applications are now being directed to the CAM Manager office to be forwarded on. The CAM manager is depositing all permit checks with the CSUCI Business Office.
- We are moving forward with the painting of retaining walls and have been given the green light. The bidding process is ongoing. Three prices have been procured and a final decision will be made soon.
- The bollard project on Channel Islands Drive is being priced with a solar light option. One light will be purchased and placed to determine whether solar is a viable alternative to the standard bollard-type lighting.
- Landscape update included looking at renewal of the landscaping along Landing Cove. Other streets will follow. We are in discussion of a strategy for mature trees and new protocol for the street sweeper. Even side of the street, sweeping will occur on Thursday from 9-2. On the odd side of the street sweeping will occur on Friday from 9-2. At this time no additional signs are going to be installed. We will evaluate the effectiveness of the above method prior to installation of signs.
- The resident work order system appears to be working.
- California gold rock to be installed in the alleys of the 200 block of Landing Cove. UGCAM will get pricing to move forward. UGCAM will work with two members of the HAC to walk the community.