

*UNIVERSITY GLEN HOMEOWNERS' ADVISORY COUNCIL*  
Minutes for Wednesday, July 18, 2019 (6 PM)  
UG Community Center-Lounge  
45 Rincon Drive, Ste. 104, Camarillo, CA

**1) Call to Order**

- a. At 6:00 PM Gabrielle Powell, called the meeting to order.
- b. HAC members present:
  - i. Gabrielle Powell
  - ii. Tom Bokhart
  - iii. Kevin Olson
  - iv. Sandra Boyd-via phone
- c. HAC members not present:
  - i. Chris Williamson, Chair
- d. There was a quorum.

**2) Approval of Minutes**

- a. The Meeting Minutes for June 19, 2019 HAC meeting were approved by email. The approved meeting minutes and are uploaded to the website.

**3) HAC Organization Meeting July 11, 2019 (Special Meeting)-Gabrielle Powell**

- a. Chris Williamson was selected as Chair by unanimous vote.
- b. G. Powell stated according the HAC charter Kevin Olson will be replacing Kelly Miller and serving out the remaining 1 year of her term. Tom Bokhart stated he and Sandi Boyd met with several candidates prior to selecting K. Olson as the new member.
- c. T. Bokhart stated CAG/SA representatives is: S. Boyd. G. Powell will serve as alternate.
- d. BAG/Finance Committee reps are: T. Bokhart & S. Boyd. K. Olson will serve as alternate.
- e. Landscape Committee reps: Kevin Olson & Chris Williamson.
- f. C. Williamson suggested the HAC implement a Rules Interpretation Committee. This will be address once C. Williamson returns from vacation.
- g. Meeting Minutes from the July 11, 2019, Special HAC meetings are posted online.
- h. Sandy Bolger ask if there are any single-family owners on the HAC? T. Bokhart stated 'Yes', C. Williamson is an SFH owner.

**4) Public Safety Report CIPD Sergeant Garrett Brownfield**

- a. Sergeant Brownfield from CSUCI Police Department reported residents concern regarding traffic violations on Camarillo street. Police Department have not noticed any decrease or increase on violations.
- b. Resident informed officer of an incident that occurred earlier in the day near the roundabout by Channel Islands drive. Sgt. Brownfield informed the resident to contact dispatch and report the incident.
- c. There has been increase of vandalism at CI Park (the old dairy), which is occurring at night. Police are investigating it. Sgt Brownfield requested residents who sees any activity, or any cars parked by the entrance at night, to call dispatch.
- d. Last academic year there has been an increase in bike thefts, specifically in student housing. Suspects were apprehended; however, owners of the stolen property could not be found. CIPD begun a bicycle register program for students, residents, owners to register the bike's in the event the bikes get stolen that way CIPD can help retrieve it. Form is available online on CIDP's website, and the program is free.
- e. T. Bokhart asked what are the violations typically given on Camarillo Street? Sgt Brownfield stated the most common is speeding, and at times cell phone use. T. Bokhart asked what type of vandalism is occurring at the old dairy? Sgt. Brownfield stated tagging, but not gang related.

**5) Landscape Contractor- Brightview Landscape Services- Lee Opp**

- a. New landscape contractor, Brightview Landscape Services began in the community July 1, 2019.
- b. Lee Opp reported Brightview will have 5 workers on site every day Monday-Friday. One extra person will be added to the crew shortly, so there will be 6 people total.
- c. L. Opp stated he is the account manager working with UGCAM. L. Opp is present on site 3 times a week to make sure expectations and quality are being met.
- d. Brightview has requested that CSUCI change the water schedule for the community for lawn watering to occur on Wednesday and Saturday evening between 9pm-6am, because all lawns will be mowed Monday and Tuesday every week. Wednesday-Friday will allow for crew to do street cleaning as well as a detailing through the property.
- e. L. Opp said every single bush will not be cut every week, as plants do not require that. However, trash, debris, weed, and leaves will be taken care of every week.
- f. The sequence of the landscaping will be broken down into 3 Sections, to be done 1/3 at a time. A map will be provided to UGCAM. In a 4-week time the entire community (service areas) will be detailed a complete detail for whatever plant material needs at that time.
- g. Simhan Mandyam asked if there is a service level agreement for the entire East Campus, and have the HAC members seen it? L. Opp stated he cannot speak for the HAC members. The Brightview contract is with University Glen. Jake Friesen told S. Mandyam he can come to the UGCAM office and look at the contract. J. Friesen stated the contract is just for East Campus (University Glen)

and is not connected to the University. S. Mandyam asked what about the round-a-bouts? L. Opp stated those are included in their scope of work.

- h. S. Bolger stated new crew are blowing leaves into the planters on residents' properties. J. Friesen stated Brightview has a contract to do a deep clean of the community and all the leaves will be addressed. L. Opp stated 4 individuals will be on the property for 5 days to do a deep clean of the property over the next week.
- i. J. Friesen introduced Laurie Nichols who is the interim vice president at CSUCI and is currently representative of the Site Authority.
- j. K. Olson asked if the bare spots around the community are going to be addressed? L. Opp stated they have no irrigation in their contract. Residents who have irrigation issues should be reported to the UGCAM office. K. Olson asked if we see an area that is dead we report it? J. Friesen stated the initial clean up what will address the dead plants. Once that is done a process of refurbishing the community will occur depending on what money is the reserve which is designated to landscape refurbishment. This task will be done via the Landscape Committee. J. Friesen stated if someone wants to report a dead spot or plant to email the UGCAM office. K. Olson asked if the accounting will be held separately for the refurbishment and how to keep track? J. Friesen stated that needs to be looked at because UGCAM has a concern of how to hold people accountable. Resident asked if we have withheld any monies from CSUCI's contract? J. Friesen stated the last invoice for the Landscapers has not been paid yet, and UGCAM is looking at deducting the price of the deep clean from the final invoice to CSUCI.
- k. L. Opp stated Eric will be the onsite liaison between Lee, UGCAM and the residents. If residents want anything done or have questions, ask for Eric. He will be the person to address any issues, requests or concerns pertaining to landscaping.
- l. S. Mandyam asked if Brightview will be addressing the tree roots in the community? J. Friesen stated as of right now their contract does not state they have to address tree roots.
- m. Darcey Lober asked if residents can expect to see the same crew members every week? L. Opp stated yes, the same people are scheduled to come to the community Monday-Friday.
- n. T. Bokhart asked if the crew wears uniforms? L. Opp stated all the crew members will be wearing a long sleeve green or blue shirt with bright yellow safety vest with the words "Brightview" at all times. T. Bokhart asked what is the process for work order requests? J. Friesen said to email UGCAM (we continue to track them) and we will send it directly to L. Opp. For completion requests, also email UGCAM.
- o. T. Bokhart suggested to L. Opp that Eric balances out requests from residents regarding individual resident requests, etc. L. Opp stated Eric has been trained to not commit to anything until he has signed off on it.
- p. Amy Segelin asked when will the alleys be cleaned up? L. Opp stated the alleys will be addressed every Wednesday-Friday dependent on what 1/3 area the crew is in. J. Friesen stated the anticipation is to have maps of where the crew will be working every week.

## **6) Fire Safety Presentation- VC Fire Department, Captain De La Rosa**

- a. Capt. De La Rosa passed a hand out to residents. These hand outs are available at the UGCAM office
- b. Fire safety information detailed in presentation pertains to fire prevention of structural and brush fires.

**i. Fire prevention for structural fire, home occupant**

1. 90% of fire dispatches are due to a kitchen fire such as a grease fire. Preventative measure would be to keep the stove and oven clean
2. Can be addressed in area of home, such as heaters.
3. Smoke detectors. Make sure they are functional and present in every level of home, and rooms. Test once a month and are less than 10 years old.
4. Have a plan in place. Practice the plan with family. Have multiple ways to exit the home, and a place to meet.

**ii. Fire plan in place in event of brush fires**

1. Same principle as structural fires apply. Have a plan in place.
  2. Practice the plan with family. Have multiple ways to exit the home, and a place to meet.
  3. Fire hazard reduction program (FHRP) is available on their website [www.vcfd.org](http://www.vcfd.org), Fire Department partners up with the homeowners associate to make sure brush is clear from home.
- c. VC Alert is a resource for all residents to sign up for, that notifies people via phone, email, or text. (Can sign up via website, look at end of minutes for website.)
  - d. S. Mandyam asked what should residents store or refrain from storing in their garage? Captain De La Rosa stated things like lawn mower fuel or flammable chemicals to be stored in a specialized yellow cabinet, or fire containers made specifically for those types of things.
  - e. K. Olson asked if they have any programs to help people dispose of chemicals that are no longer needed or know of any? Capt. De La Rosa responded not as a fire department, but VC Environmental Health that will be able to assist.
  - f. G. Powell asked if Fire Dept recharges or refills fire extinguishers? Capt. De La Rosa said 'No'.
  - g. Miriam Olson asked if it's common to have fires from dryer lint in the dryer exhaust duct? Yes, it can be. Make sure to clean the duct regularly.
  - h. S. Mandyam asked if residents should practice drills and if so, how often? Capt. De La Rosa this should be addressed by the community, and CIPD. J. Friesen stated we can contact Maggie Tougas to have her assist the community on how to coordinate evacuation efforts and drills.
  - i. T. Bokhart asked who has jurisdiction over the hills that surround the campus, who manages back fires, brush clearance etc.? Capt. De La Rosa stated these clearances are not something they do. In terms of a fire, all fire stations respond, there's no jurisdiction. T. Bokhart asked if there's someone at county fire who can speak with the community in order advise how to landscape the community in order to prevent fires? Capt. De La Rosa said yes, that's possible. It's part of the

fire hazard reduction program. Call the main phone number and ask for fire prevention and schedule a person to come and talk with the community.

- j. D. Lober asked how it is determined what trees get cut during a clearance? Capt. De La Rosa said they don't select what plants are cut, but rather the concern is to clear everything.
- k. Smoke alarms beeping is related to some type of issue. Capt. De La Rosa suggested to take the alarm off, read instructions in back, and it will describe the type of beeping, and how to address it.
- l. Female resident asked who issued the evacuation for the community, if it was CIPD or Fire department? Capt. De La Rosa stated it was the fire department who called for the mandatory evacuation as they saw the fire was heading in our direction.

## **7) Clarification of Home-Selling Process- Laurie Nichols**

- a. HAC (G. Powell) read Susan Engelmann letter which will be given to the CAG and SA. (EXHIBIT A)
- b. G. Powell read from the agenda: "Given that some owners have received mixed messages about the SA role in the selling process, and there has been a range of SA 'assistance' in buying and selling homes over the past 15 years, the HAC requests the CAG and/or SA provide written clarification of the following questions": Laurie Nichols who is the interim vice president for the Site Authority at CSUCI answered the questions below:
  - i. Who is the Site Authority (SA) contact person?
    - 1. Laurie Nichols, and Rosa Bravo who are also assisted by 2 other administrative personnel.
  - ii. What is the role of SA when an owner provides notice to sell their home?
    - 1. L. Nichols stated this process is listed in the FAQ section on University Glen's website.  
<http://universityglen.csuci.edu/faq/#sales-faq>
    - 2. L. Nichols provided a check list of what she does with regards to home sales:
      - a. Prepare and calculate Maximum Resale Price (MRP) which owners should receive within 48-72 hours.
      - b. Email the MRP to resident/seller.
      - c. Post on home on website.
      - d. Notify escrow, agents, buyer, and seller if offer is accepted.
      - e. Once offer is accepted, the SA prepares escrow documents.
      - f. Prepare acknowledgment of documents received, acknowledgments and facilitation, buyer's disclosure statement, the assignment of the sublease and grant deed to improvements, request for special notice, exhibit A (legal description).
      - g. Provides the ground sublease with details of the lot number, and memo sublease termination to seller, memo sublease acceptance to the buyer.
  - iii. What does the Land Lease require from the SA?

1. There were no specific questions or answers provided during the HAC meeting.
- iv. What specific tasks will the SA contact person perform for each sales process?
  1. See question ii.2 above.
- v. Does/will the SA post all homes for sale on the website?
  1. Yes. The SA requests information from the seller that should be posted online such as model of home, who should potential buyers contact, etc.
- vi. Does/will the SA maintain and provide an available list of qualified buyers?
  1. Yes. However, it's currently out of date as there are people on the list dating back to 2017. The SA has highlighted the potential buyers who have reached out to them over the last year.
  2. Four people were added in the last 2 weeks. Categories, 2, 3 and 4.
  3. Proof of employment, and pre-approval to purchase is required before someone can be placed on the list.
- vii. Does the 1% fee on sale price pay for SA services? If so, what services?
  1. Page 19 of the GSL, article 16.3.1 states: "...If the Unit is sold to a Qualified Buyer or the SA, as above described, the SA shall be paid a Transfer Fee from the seller's proceeds of sale for permitting the transfer equal to one percent (1%) of the sale price through escrow at closing."  
This 1% is a transfer of deed. The SA may also charge and administrate fee of \$700 for the preparation and services of the documents described/listed above.
- c. Several residents asked the following question: Do homeowners need to have a real estate agent to sell their home?
  - i. L. Nichols said that listed on the University Glen website, it states: "As with any home outside of the community, representation is not required. However, you must follow the laws of California when selling your home. Resales of single-family homes and townhomes are between the individual buyer and seller, though the Site Authority maintains an oversight interest in each transaction to ensure that the sale conforms with the underlying terms of the ground sublease. Therefore, the SA is not involved in the transaction between Buyer and Seller aside from making certain that the resale restrictions are adhered to the Ground Sublease and facilitating those aspects of the sale that pertain to SA. With that said, Buyer and Seller are strongly encouraged to seek the advice of a real estate professional or legal representative in all transactions. On resale the Site Authority cannot act as a broker, attorney, agent, advisor or in any other capacity for Buyer or Seller..."
- d. L. Nichols said she suspects the former SA liaison was giving additional customer service, which is likely why some owners in the community may be confused as to the SA's role in the selling process. Teresa Fuerte stated everything had to go through to Lori Lang, that she was a realtor as well as a broker, and owners had to follow her rules and regulations to purchase or sell in University Glen.

- e. Paula Rockenstein brought up concern regarding the different GSL's depending on when they bought their home.
- f. L. Nichols asked for clarification from residents as to what 'assistance' they were given regarding the selling and purchasing of homes from previous SA representatives. T. Fuerte stated Lori Lang did all the sales for both buyer and seller. M. Olson stated previous SA sales representatives facilitated the sale and acted as the representative of the seller by showing the homes. Eric Rosado stated he was told he could only use certain mortgage companies that the SA referred to them which L Nichols stated the reason for the specifics mortgage companies is because there are only 4 organizations who are qualified lenders to the SA due to the uniqueness of the Ground Sublease, so these are preferred lenders.
- g. D. Lober asked if the Site Authority are thinking of purchasing homes back from owners who will be selling in the next 10 years? D. Lober then asked, is the SA going to be returning the 1% transfer fee back to Susan Engelmann? G. Powell stated the question can be added to the questions that will be submitted to the SA.
- h. T. Bokhart asked L. Nichols to come back to the HAC with answers that residents have. L. Nichols stated she will investigate the questions residents have because the SA does not represent the Buyer or the Seller, however residents are stating that in past practice the SA represented the Buyer and the Seller.
- i. L. Nichols said some of the confusion regarding SA representation could be since Lori Lang was representing the Site Authority when the 88 townhomes were being sold.
- j. L. Nichols stated the SA has 30 days to take an option to purchase a home back. Currently the SA is not exercising the option to do so. SA purchased 1 home in the last 2 years, however according to the GSL the SA has the first right of refusal to purchase a home back.

## **8) Management Office Report- Jake Friesen**

- a. J. Friesen stated UGCAM is working on the end of year financial statement in conjunction with the University which includes the reconciliation of the Reserve Funds.
- b. Trip Hazards Project is complete. There are a couple of areas where the concrete needs to be completely replaced. UGCAM is working on getting prices to complete that work. T. Bokhart asked if root pruning will be part of the replacement? J. Friesen stated 'No'.
- c. Investigating owners concern about power to Mission Hills Apartment signs. Signs at Town Center are on University property.
- d. Investigating owners concern about power to Mission Hills apartment signs on Rincon Drive. J. Friesen stated that the signs at Town Center are on University property and owned by the University. UGCAM will do further research to determine which account covers this particular area to really determine who is paying for the electrical lights in the parking lots. Female resident asked who approved the signage? J. Friesen stated it was approved by the Site Authority. There are concerns from the residents regarding the Mission Hills signs and how the signs were developed. Residents feel they are being marginalized and not

consulted or included when it comes to important changes to the community- such as adding the Mission Hills signs- which will ultimately affect the value of homes. These concerns will be submitted to the Site Authority, via the CAG. T. Bokhart suggested writing a letter of resolution and presenting it to the Site Authority.

- e. T. Bokhart made a motion to vote to draft a letter of resolution addressing the above topic of signage and present it to the CAG at the next meeting, which is then presented to the Site Authority. K. Olson stated the letter should also include the lack of transparency between the homeowners, the SA and Kennedy Wilson Multi Family (owners of Mission Hills Apartments), amongst other residence concerns such as the fact that advertising on state land is against the law.  
G. Powell seconded the motion. Motion passed unanimously.
- f. J. Friesen stated E & S Ring will be remodeling the bathrooms in the Townside Pool beginning August 1st, for approximately 60 days. The pool will remain open during this time.
- g. BrightView Landscaping work order process is to email UGCAM and we will track and monitor.
- h. Irrigation specialist discussion continues with the SA as to who will be doing the irrigation for the community.
- i. BrightView's one time clean up in the amount of \$6,700 has been approved to move forward. This amount will be deducted from CSUCIs final invoice or by other accounting procedure.
- j. Dog park project is almost complete. 2 remaining items to be completed are being negotiated with the contractor to stay within budget are:
  - i. Water faucets with spickets
  - ii. Installation of dog station in the new section.
- k. During the month of June 2019 UGCAM placed 39-work orders.
  - i. 16-landscaping
  - ii. 7-irrigation
  - iii. 2-lighting/electrical
  - iv. 3-plumbing
  - v. 4-pest control
  - vi. 1-roofing
  - vii. 0-gate repair
  - viii. 2-Pools/Spas/Fountains
  - ix. 1-Gym
  - x. 1-General Maintenance
  - xi. 2-Trash

## 9) **Insurance**

- a. J. Friesen received an email from Katharine Hullinger including the Insurance Policy for the community, which is available at the UGCAM office. K. Hullinger is currently procuring quotes for earthquake insurance for the townhomes.

## 10) **Old Business**

- a. a. S. Mandyam asked about the status of the petition Kevin Benn submitted to the Site Authority? J. Friesen stated Elaine Crandall is addressing the petition and making comment on all the items that were brought up.

**11) Architectural Reviews**

- a. Owner on the 1000 Block of North CI Drive requested to have plants placed in the covered entry way to her townhouse. Application approved.
- b. Owner on 300 Block of Platts Harbor requested to keep trellis on alley side of house in common area. Application was denied. UGCAM agreed to place a work order to add a plant in location as a replacement.
- c. Owner on 100 Block CI Drive submitted 2 requests. 1<sup>st</sup> request was to place plants placed in the covered entry way to her townhouse. Application approved. 2<sup>nd</sup> request was to keep a plant in front of bathroom window which is in the common area. Application was denied. UGCAM agreed to place a work order to add a plant in location as a replacement.

**12) Construction Updates**

- a. E & S Ring will be remodeling the Bathrooms in the Townside Pool beginning August 1st, work is expected to be completed in approximately 60 days.

**13) Upcoming Events**

- a. Site Authority Board meeting will be held on Monday August 12 at 11:30 am in the Broome Library.
- b. HAC meeting for August will be held on Thursday, 22nd at 6pm.

**14) Meeting Adjourned**

- a. Gabrielle Powell adjourned the meeting at 8:17 PM.

**HAC Attendees**

<b>Owners</b>	<b>TH/SFH</b>
Kim Jung	TH
Simhan Mandyam	TH
Amy Segelin	TH
Sandi Bolger	SFH
Miriam Olson	TH
Paula Rockenstein	TH
Eric Rosado	TH
Kevin Benn	TH

Bryan Smith	TH
Danielle Smith	TH
Kevin Olson	TH
Tom Bokhart	TH
Toni Young	TH
Darcey Lober	TH
Teresa Fuerte	TH
Jake Friesen	HAC Manager
Rosa Bravo	CSUCI
Laurie Nichols	CSUCI

**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 UGCAM's Yardi Payment Platform, 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 Home Sales** in the University Glen community, please contact Laurie Nichols at 805-437-8425 or [laurie.nichols@csuci.edu](mailto:laurie.nichols@csuci.edu)

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

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