

UNIVERSITY GLEN HOMEOWNERS' ADVISORY COUNCIL
Minutes for Thursday, January 16, 2020 (6 PM)
UG Community Center-Lounge
45 Rincon Drive, Ste. 104, Camarillo, CA

1) **Call to Order**

a) At 6:00 PM Chris Williamson, Chair of the HAC, was absent, Kevin Olson, acted as Chair of the HAC, called the meeting to order.

b) HAC members present:

- Kevin Olson
- Gabrielle Powell
- Tom Bokhart (on speaker phone)

HAC members absent

- Sandi Boyd

There was a quorum.

2) **Approval of Previous Meeting Minutes**

a. Jake Friesen informed approval of December minutes will be forthcoming as the minutes are not complete as of yet.

3) **New Issues NOT on the agenda**

a. Kevin Olson asked if there were any issues not on the Agenda. Gabrielle pointed out that Tom Bokhart was on speaker phone.

4) **Public Safety Report (CSUSI Police Department)**

a. Officer Curtis DeBoni informed the group that the only thing new to report was the return of the CSUCI students which according to them was on the 25th of January. Additionally, he pointed out that there would be more traffic and more people in the area. Officer DeBoni further introduced Officer Taylor Kronberger. Officer DeBoni informed the group that Kronberger will be working day shift so he would be taking DeBoni's place. Officer Taylor Kronberger informed the group of the completion of the road project including striping the fresh asphalt, if the weather permits.

b. Tobey Wheeler questioned the change of color in the light on one of CSUCI's emergency notification poles. The new color is now orange. Officer DeBoni wasn't aware of the change, but assured Wheeler that he would investigate it. Officer DeBoni advised the group that even if one presses the button to request emergency help and one would not be able to stay and talk, the emergency pole would still send the signal out and an officer would be sent out for dispatch.

5) **Brightview Landscape Announcement (optional)**

a. Friesen stated there is no update from BrightView this month.

6) Common Area Maintenance (CAM) Manager and Budget Advisory Group (BAG) Chair Reports (Jake Friesen)

- a. Events and Activities of interest to UG Owners:
 - i. Jake Friesen informed the group of the Asian Citrus Psyllid Notice and that he would send an E-Blast to alert owners of this notification. Friesen further gave a brief description of what this notification is and where it is being held and why it is important.
 - ii. Friesen informed the group regarding a van that was removed by the parking enforcement because it overstayed its 72-hour window for parking in one area. He further informed the group of the 72-hour time frame for parking in one spot. Heather McGowan asked for clarification regarding the time frame. Friesen stated that she would have to request that information from Mission Hills (McGowan is an apartment resident). Friesen and Gabrielle Powell further clarified the 72-hour time frame. Powell added that if an owner/resident will be leaving their car stationed in one spot because of extended travel, the owner/resident is to “fill out a form” at the CSUCI police department. This form is available at the CSUCI website under the Police Department.
- b. UGCAM 20/21 budget process update
 - i. Friesen stated he received the request for RFP bid sheets back on the 17th of January from the UG Landscape refurbishing vendors and that he would be discussing these with the HAC Landscape subcommittee later in the month.
 - ii. Friesen said he received the gas bills for the pools and the bills were higher than anticipated. He continued to say, during the cold season in 2018 the bills were at \$1,300 and \$1,100 but this last winter 2019 they skyrocketed to \$3,000 and \$2,200. The CAM office concluded that in order to save funds it would turn the gas “OFF” at the Townside (small) pool but keep the spa heated. Tobey Wheeler inquired why the bill had doubled. Friesen believes it doubled because winter 2018 was much warmer than winter 2019. Wheeler asked if the CAM office was having further issues with the gas grills that are located at the pools. Friesen said he wasn’t aware of any issues with the gas grilles at the pools/spas. Heather McGowan asked whether the CAM bills paid the repairs for the gas grills and others or if the apartment owners paid. Friesen assured her that it comes from all resident and owners living in University Glen alike. He further stated that all amenities are being paid by all 672 University Glen and Multifamily doors together. Kevin Olson asked the CAM office if it would be ok that Tom Bokhart could look at the 2 bills from winter 2018 and winter 2019 and compare the BTU’s and make sure the per cent per the amount per BTU hasn’t changed. Friesen agreed Bokhart could investigate them. Wendell Grayson suggested the CAM office investigate further with the gas company by contacting the gas company and asking if there was an error. Bokhart agreed by phone he would look into the winters’ gas bills.
 - iii. Friesen stated the CAM office was getting calls regarding the muddy area in the small dog park enclosure. He stated he would get price quotes from BrightView for placement of straw. He further stated that he received prices from BrightView for seeding, turf and DG in the small dog park. He stated that the DG quote was

the most expensive of them all and the CAM office would make arrangements to close down one section at a time of the dog park to address the mud and bald spots as soon as it chooses whether it would be seeding, turf or DG.

- iv. Friesen stated the Site Authority gave UGCAM the authority to change out windows that need repair or replacement. Mike McConnell will be assigned to University Glen to coordinate these repairs. He further stated that the Site Authority would pay these repairs out of the Townhouse Reserved funds. He further stated that McConnell is assigned to be in the east campus (UGCAM) 20% of his time.
- v. Friesen stated the budget for 2020-21 would be approved by July 1, 2020. Donny Mac asked Friesen to explain the acronym CAM stands for (Common Area Maintenance) and what is included. Friesen explained, he further identified what was included in the CAM fees i.e. lighting , landscaping other amenities.
- vi. Friesen stated there were 29 work orders during the month of December 2019; and explained the work orders were in the following categories: 10 landscaping, 8 irrigation, 0 lighting, 1 plumbing, 0 pest control, 4 roofing, 0 gate repairs, 1 replaced heater, 1 pool, 1 gym repair, 2 general maintenance from R&V cleaning. Simhan Mandyam asked Friesen to explain in detail of what the roofing issue was. Friesen stated the townhouse owner installed a new water heater, while it was installed a whole much larger than need be was created which created space in which water could leak through. Friesen also explained a homeowner on Santa Cruz Island Drive has a water leak issue that needs to be addressed by an outside contractor to figure out what the issue was. Mandyam suggested the townhouse roofs need to be evaluated for damage over time. Friesen agreed this is a good suggestion.
- vii. Friesen explained that the footer of the website for UGCAM is not aligned correctly. He further stated that we are contacting a website expert to get that fixed.
- viii. Friesen stated that UGCAM and Kennedy Wilson Properties, LTD. observes Martin Luther King holiday, so the office will be closed on Monday 20th, of January 2020.

7) Community Advisory Group and Site Authority (Sandi Boyd)

- a. Sandi Boyd explained a contingency line is scheduled to be included on 2020-2021 CAM Budget. Mandyam asked what will be the percentage of the contingency for the budget. Boyd informed Mandyam that it is still under discussion with the CAG members. Olson offered Mandyam that the contingency will be determined based on historical overages and what increases are anticipated per line item. Boyd agreed. Donny Mac asked what the contingency and yearly fund means. Boyd explained that we determine the contingency based on the single-family homes and townhomes.

Olson explained that there is a dollar amount that needs to be considered. Further, he explained the reserve study is broken down by single family homes, townhomes, and common areas. The single-family homes pay into reserves that are structured just for them, the townhome owners pay into their reserve study for what they require, and all

672 doors pay into the common area reserve fund. He further stated that there is an annual operating budget that goes into an annual landscaping budget and a reserve study that pays for 5 to 10 years of refurbishing of items in the community. He ended with stating that the CAM office places money into those different categories per month and they are not funding but percentages.

Mac requested for the CAM office be transparent with their finances. Boyd and others of the group informed him that the CAM office has been attempting to become transparent since they were given rights by the Site Authority to investigate the financial day to day data. Mandyam asked if there would be any surprises with the budget (increases). Boyd explained that there possibly might be some increases because things we can't avoid which are the water increase, heating increases, trash increases. Olson added that there will be no major surprises but there will be a few percent increases and the contingency increase attached to the CAM fees. Olson asked Friesen if the budget would be published. Friesen stated that the CAM managers need to give the Site Authority a preliminary budget as of February 1st, once that is created the report will be shared with the BAG committee members. Friesen further explained the CAM office is attempting to decipher why the water bills are so high which are about 50% more than last year.

Mandyam asked if we have good rates. Friesen agreed and informed Mandyam including all meeting attendees that we have meters that address the quantity of water we are using and which in the past it was unclear if we had these meters. He further stated that Rosa Bravo with the Site Authority allowed Bokhart and Friesen to have access to the water meter data. Olson stated that the CAM office has been very diligent in creating transparency with the finances. Mac commented on the transparency again. Friesen informed the attendees that the CAM office was hired by the Site Authority (the University is not the Site Authority) to manage the East Campus (UGLEN). Further, the Site Authority, within the last 2 years, has directed the CAM office to create a group called the BAG (Budget Advisory Group) to assist in monitoring the management of the UGCAM Budget.

The members of the BAG include 2 members from the HAC (Homeowners Advisory Committee) and 1 member from the Apartments. Mac continued his comments requesting transparency. Boyd assured him that we are much closer than we were years ago with regard to transparency, and that the committees will continue to ask questions until they get answers just as they did with the meters. Paula Rockenstein asked how far back the records go, 2002-2015? Boyd stated that the proposed method is to work backwards from the information we have today. Olson added that there are 4-5 years of good data online. Olson invited the attendees to join the subcommittee groups during their open forum meetings.

8) Committee Reports

- a. Olson began by describing the types of committees the HAC has. He stated, the HAC has a Landscape Committee, Finance Committee, and a Rules Committee. Olson stated that some of these committees are not moving because of the holidays.

- i. Landscape Committee (Kevin Olson)

1. TOT Lot and the Landscaping Refurbishing project will have their separate meetings to discuss details.
- ii. Finance/Budget Committee (Tom Bokhart)
 1. Per Boyd, Bokhart wanted to state that he continues to ask the relevant and historical questions to the Site Authority regarding issues facing the CAM owners. Boyd also added that she will pull those questions that Bokhart has and take them to the upcoming CAG meeting.
- iii. Rules and Regulations Committee (Gabrielle Powell)
 1. Olson stated that this committee was created to make owners and residents aware of what the rules are here in the University Glen. Gabrielle Powell pointed out that there are rules for trash bins and security cameras, she states to the group that owners would like clarity on what those rules are. Powell stated that she, Mark Hewitt, and Chris Williamson are working on a plan to allow pots and open space plants on owners' courtyards and general private areas of their dwellings.
 2. Powell informed the attendees that there is a plan to inquire at UC Irvine regarding installation of solar panels on the residential Townhouses in their housing community. Mandyam suggested the roofs to be evaluated before any solar panels are installed. Powell agrees with Mandyam and states there will be an evaluation done before any panels are installed. Mandyam questioned the UC Irvine example. Olson stated that in the last meeting the HAC meeting members and attendees were informed UC Irvine has an affordable housing community similar to UGlen which has a comparable CAM fee structure. The UC Irvine community allows owners of townhouses to install solar panels. Olson continued that University Glen would like to follow a similar plan because it appears UG Irvine's structure has worked for some time.
 3. Powell informed the Mission Hills Apartment's rules have been compared to the UGCAM rules regarding the pools, spas etc. Powell further requested that she and the members of the rules and regulations committee (Brett Eastman, Chris Williamson, Mark Hewitt) be allowed to see the complaints, fob data and the pool surveillance videos because glass bollards continue to be broken.

9) Public Comments on Agenda Topics

- a. Olson stated there is a social events committee which was approved in December. This social events committee is led by Maisha Olson, Kevin's wife. Olson offered the attendees that if anyone is would like to be involved to contact the CAM office. Mac questioned where residents would obtain this information from. Friesen added that he relays information on upcoming events to E&S Ring and it is up to them to disburse them out to the residents. Tobey Wheeler asked if the CAM office has already added this social events committee to the budget. Friesen stated it has been added for 2019 and is added to the 2020 projected budget. Wheeler does not agree with the social events committee

budget if it interferes with the budgeting for the improvement of our homes and land. Friesen agreed. Mandyam agrees with Wheeler. Powell and Mandyam asked what happen if the funds for that budgeted year are not used. Friesen stated that if there is a balance then it goes into the reserve and if there is a deficit then it would be absorbed by that deficit. Mandyam asked if there is a deficit. Friesen stated that there is a deficit at the present time. Mandyam stated that funds don't need to be used to have a social gathering and further asked if the room was reserved for the last social event. Olson stated that the rental fee was waived by E&S Ring for the December community gathering coordinated by Maisha.

- b. Heather McGowan suggested the CAM office to implement stronger punishment or enforce the rules regarding allowing animals to be allowed into the TOT Lot. She further informed the HAC and attendees that she is constantly seeing dog excrement as she walks her own dog in the UGlen. Wheeler stated that on NextDoor there is concern about what UG CAM owners/residents should do when they see other owner/residents pretend to pick up their dogs' excrements but walk away. Friesen offered there are protocols to enact DNA tests per home per pet and when a situation arises, we test the excrements and locate the owner/resident. McGowan suggested UGCAM office sent a public health email detailing the harm dog excrement can cause people especially little children. She further suggested that the UGCAM office should assess whether University Glen grounds has a high percentage of excrement bacteria. If the percentage is high, it should be addressed with making owners and residents register their pets. Wheeler informed the attendees of a topic being discussed on NextDoor regarding two women, their children, and their two dogs. McGowan explained that she visited the TOT Lot with her young child and their dog. She tied her dog outside while her child played, as this was happening another woman entered the TOT Lot with her young children and their dog. This woman invited McGowan to allow her dog to play with the woman's dog. McGowan informed the other woman that it clearly states no dogs are allowed in the TOT Lot, the woman became annoyed and moments later her dog defecated in the TOT Lot. McGowan pointed out that the woman didn't have a excrement bag and she had to give this woman a bag so she can pick up the defecation. Olson stated she could have reported the woman to the non-emergency line. Rockenstein asked if it was a problem with BrightView. Friesen stated he would ask BrightView. Friesen stated that he would talk to E&S Ring regarding the issue. Friesen added that he would place the animal excrement on the E-Blast for February. Olson agreed there should be a health safety issue placed in the E-Blast.
- c. Wheeler asked Friesen what the plans were regarding the irrigation and watering schedule and whether it would be changed. Friesen stated it has not changed, Wednesday nights planters are watered, Saturday and Tuesday. During winter, the grass and sod is watered once a week on Saturday. Wheeler suggested watering habits for UGCAM. He further stated that the watering schedule should be restructured because he noticed that after the recent rains the rosemary and other plants are growing nicely. Olson pointed out that the committee suggested a watering schedule be available to them for public knowledge. Friesen stated that BrightView does not have control to turn the water on. Olson suggested that BrightView or the Site Authority allow the irrigation specialist to do a full review of the irrigation system here in UGlen. Friesen agrees. Friesen further stated

the Landscaping Refurbishing will not proceed until the irrigation system has been addressed.

10) Adjourn to Review Architectural Property Improvement Applications

a. Olson adjourned meeting at 7:45pm

HAC Attendees	
Owners	TH/SFH
Simhan Mandyam	TH
Sandi Boyd	TH
Gabrielle Powell	TH
Brett Eastman	TH
Heather McGowan	APT
Donny Mac	APT
Tobey Wheeler	TH
Kevin Olson	TH
Wendell Grayson	SFH
Sheila Grayson	SFH
Paula Rockenstein	TH
Kim Jung	TH
Officer Taylor Kronberger	Cam PD
Officer Curtis DeBoni	Cam PD
Jake Friesen	HAC Manager

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. 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.

For Home Sales in the University Glen community, please contact Rosa Bravo at 805-437-8425 or rosa.bravo@csuci.edu

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

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