

UNIVERSITY GLEN HOMEOWNERS' ADVISORY COUNCIL
Minutes for Saturday, April 18, 2020 (10AM)
VIA ZOOM

1. **Call to Order**

- a. Chris Williamson opened the meeting with the preliminary topics including, Budget Reports, Common Area Maintenance (CAM) Fee Reports, and Committee Reports. Williamson asked if the committee members have any suggestion regarding changes to the agenda topics for the present meeting. No topic changes requested by the committee members.
- b. HAC Members present:
 - a. Chris Williamson
 - b. Gabrielle Powell
 - c. Kevin Olson
 - d. Sandy Boyd
 - e. Tom Bokhart

2. **Approval of Previous Meeting Minutes**

- a. Williamson requested the approval of previous meeting minutes. Jake Friesen stated meeting minutes were not ready.
- b. Williamson introduced the Public Safety Report.

3. **Public Safety Report (CSUCI Police Department)**

Sergeant Curtis DeBoni informed the group of there being no issues affecting the community.

- a. COVID-19 update
 - i. DeBoni informed the group the current pandemic continues to evolve and further states there have been no changes since last meeting.
 - ii. DeBoni stated there is no issue with outdoors foot traffic across the University Glen (UG) and CSUCI sites, people can walk and be outdoors without an issue.
 - iii. DeBoni informed the group CSUCI Police Department is enforcing parking on CSUCI grounds. However, CSUCI PD will not enforce the 72-hour parking regulation in UG unless the vehicle is abandoned.
 - iv. DeBoni, CSUCI PD is not at liberty to restrict people from using the basketball court. It is up to UGCAM and Mission Hills Management teams to make that decision.
 - v. Tom Bokhart asked about the CSUCI PD's staffing and whether it is low due to the pandemic. DeBoni said there are no furloughs as of yet. He stated there are 2 job posts open to be filled.
 - vi. DeBoni informed the group there is still foot access to the hiking trails located on the CSU Channel Islands Park Loop, but the gates are closed and locked because drivers are not permitted to access the park at this time.
 - vii. Williamson inquired regarding news for all nearby counties. DeBoni stated there were no updates, but they continue to monitor the COVID activities and take steps to protect community and staff as necessary.
 - viii. Sandy Boyd inquired whether there were any emergency call outs. DeBoni stated there have been a few but does not have an accurate reading because this data is not prepared for this type of meeting (5:44).

4. **Brightview Landscape Update**

BrightView did not attend meeting per Friesen. (6:10)

5. **HAC Election – Chris Williamson & Jake Friesen**

(8:40) Friesen informed the group that Chris Williamson and Gabrielle Powell's terms of service will continue through 2020-2021 fiscal year.

- a. There are three 2-years positions on the HAC which are to be filled through the voting of these elections. (These three posts are presently held by Sandy Boyd, Kevin Olson, and Tom Bokhart).
- b. The Election Process
 - i. Friesen added if anyone is interested in running for these three HAC seats, they must submit their desire in writing by the end of the day, Thursday, May 19th. All candidates shall submit a brief bio. These are then mailed out to all University Glen owners/residents. Ballots will be counted prior to June's HAC meeting and these new committee members

will start their service as of July 1st, 2020. He further requests if any preliminary candidate is interested in a specific subcommittee to inform the CAM office. Friesen also informed the group that the Site Authority (SA) is very pleased with these committees and further encourages anyone in UG to place their name in the running.

- c. Questions/Comments
 - i. Bokhart asked for the deadline of the preliminary candidate entries. Friesen confirmed it to be the day after May's HAC meeting.
 - ii. Bokhart also wanted to encourage members of the community to join the finance committee.
 - iii. Williamson also encouraged anyone interested and added that there are many issues that are pending, and these issues will directly affect every single community member.
 - iv. Williamson asked to hold off interrupting the meeting and if anyone has questions or comments to please ask them through the chat, he confirmed with Rosa Bravo and she agreed that Gabrielle Powell will be taking care of the question and comment queue.
 - v. Williamson confirmed the final date for candidates to submit their names for the HAC ballot is May 22nd, 2020 and further confirmed the next HAC meeting which is May 21st, 2020.
6. **Budget and CAM fees for FY 20/21**
 - a. Proposed CAM fees for FY 20/21
 - i. Bokhart informed the group of there being a 3.157% over budget amount and a revenue line item wasn't changed. He also informed the group that the Budget Advisory Group (BAG) needs clarification from SA regarding some of the line items. He also stated the management fees are all accounted for.
 - ii. Williamson questioned if the utilities were 66% over budget. Bokhart reviewed his records and restated that it was 4% over budget.
 - b. Public questions/comments
 - i. Carolyn Phillips and Chris Brown asked, how could insurance have been over budget and why wasn't there activity for reserve funding. Bokhart informed the group of there being an unexpected insurance bill paid by the CAM office to the SA of about \$17,000, he also said it was a "catch-up billing" charge and informed the group that he can't elaborate on the details because he is in contact with SA for those details. He further stated the last risk management/insurance employee for the SA resigned in August 2019 and the committee did not have a person they can ask. Powell asked if the charges from the utilities included heating the pools. Bokhart agreed. Powell inquired regarding the cost difference for heating both pools. Bokhart informed the group the CAM office identified there was a difference with the heating charges with both pools and rectified the cost error difference with SoCalGas. Powell asked if there was a refund from SoCalGas for the past increase in charges regarding the mistake. Bokhart informed there was not. Phillips asked why there weren't refunds for the overcharges. Friesen and Bokhart stated the CAM office would investigate the findings with SoCalGas. Kristen Tejada asked what the difference was in the rate of usage between the small pool and the large pool. Friesen stated the difference was "one and a third times" more and further informed the group the cause of the higher amount of usage charged was for the small pool during January 2020, he said it was evident because the bill was in the \$3,000 price range. He also informed the group that the price jump was because the gas company increased their prices. Tejada asked if the pools were heated during the winter 2019 closure. Friesen stated they were not. Olson asked if there is a reimbursement expected because of the closure to all the amenities. Friesen informed that there was a major decline for heating the pools of \$1,000. Also, a reduction in janitorial fees of about \$2,000. Boyd interjected and reminded the group about the 2019-2020 budget being over severely overspent and in which case there will be no refund to owners at this time but stated if there are any reimbursements, they would be allocated to the Reserves to help it grow.
 - ii. Bokhart informed the group of there being a preliminary increase in the potable water usage due to there being more people at home given the current circumstances. Olson inquired as to who pays the utility bills. Friesen responded stating the CAM office pays the various

bills. Friesen also gave an example of the 2 bills associated with the two pools; he informed the group that each pool has its own natural gas bill. Bokhart relayed Kevin Benn's comment regarding overages and the operating cash balance and that he is inquiring regarding these themes. Bokhart informed the group of the operating cash balance being close to a million dollars at one point, then asked Friesen to comment regarding what the status is at this time. Friesen answered with, the CAM office had only one account called Operating Expense account which held the entire amount of funds. When the designated accounts were opened for operating expense and reserve expense at Wells Fargo these quarterly funds were then disbursed to the designated accounts, there were several quarters of funds waiting to be distributed which was the reason for the million dollar balance that was observed by the BAG committee during their study. Simhan Mandyam wanted to know what the balance in the Wells Fargo account was. Friesen does not know but asked if Rosa Bravo knew and further informed the group that when SA gives the CAM office an updated report for March, he will notify everyone. Powell relayed Olson's question, and asked what the operating account was reconciled to. Friesen answered that it is reconciled to the budget. Olson further asked if Friesen knew what the reconciled balance was, "how much does it sit on the balance sheet at?", he further asked, "When you send the amount to the Site Authority, what do you bring it down to?" and further asked if there is a specific amount that is left in the account. Friesen stated there is a reconciliation status done once a year by the Site Authority, it is done from September through June. Chris Williamson rephrased what Olson was attempting to ask by giving an example of having one month's revenue available at a minimum in a banking account and attempted to interpret what Jake Friesen was trying to say is that the account is reconciled to zero at the end of the fiscal year. Bokhart informed the group that the funds are used to pay the monthly bills and if any funds are left over, after the quarterly reconciliation, these funds are then transferred out from the Operating Budget account to the Reserve Budget account. He further rephrased what Kevin Benn and Kevin Olson were attempting to ask by saying, "Do we have a targeted balance for the Operating bank account that we should establish, then if there is an excess cash balance shift that over to the reserve account". Bokhart stated these ideas sound reasonable but if anyone is inquiring regarding the interest income for say one hundred thousand dollars, that was shifted over to the reserve account, Bokhart states the interest income for that Wells Fargo account would be very low. He suggests setting a targeted amount of funds to be transferred over to the Reserve account from the Operating Expense account instead of transferring all of the funds quarterly, he suggests this in case the CAM office has a large expense that needs to be paid immediately, if this was implemented the CAM office could be capable of paying it quickly and would not have to ask the SA for the funds. Kevin Benn informed the group that he has documentation of up to two years of bank statements from the Site Authority and noted that the amount never fell below \$430,000.

- iii. Darcey Lober asked, "how much money was transferred over to Kennedy Wilson from the Site Authority from the reserve account" and further stated that it seems to her that the owners and the apartment residents have been placing funds into the account since 2003 and what money was given to Kennedy Wilson for fund management in terms of CAM improvement as well as, "why is the management fee overbudget". Powell answered the management fee inquiry immediately with informing the group the overage is because of the assistant position.
- iv. Regarding the first question Lober asked, Friesen informed the group that the funds that were transferred over at the point of sale between the University and Kennedy Wilson Multi-Family was for deferred maintenance which was at about one million dollars. He further stated that Kennedy Wilson Multi-Family used the funds to exchange the gas/water valves and lines. Friesen further stated when the CAM office set up the painting project for the Townhomes, about two years ago, those funds came out of the deferred maintenance amount from the Townhouse Reserves.
- v. Mandyam wanted to know what the state of the Reserve account is in at the present moment and how underfunded is it. Friesen informed the group the question

Mr. Mandyam had will be addressed during the Special Townhome meeting and it is set to take place on Tuesday, April 21st at 6pm.

- c. Special Townhome owner upcoming Zoom meeting
 - i. Sandi Boyd opened the meeting; and said the first large increase was applied to townhomes only. She further informed the group regarding the insurance increase for earthquake for the townhomes. She also added Alliant an agent for Cal State Universities will be used and the insurance amount will be around \$35 a month per townhomes.
- d. Sandi Boyd comments on budget as HAC rep for BAG
 - i. Boyd informed the group regarding the increases for the CAM fees. She gave examples of the preliminary topics which some of them are earthquake insurance and insurance increases to cover items that were not covered previously. She starts with the insurance saying University Glen has not had earthquake insurance to cover the outside shell of the townhomes. This insurance will be placed for a competitive bid for the next fiscal year. She informed the group of Alliant insurance which will be providing coverage and adds that the Ground Sublease states this insurance is mandatory. Boyd also stated the insurance will allow owners to be temporarily relocated if their homes are not inhabitable. Powell relayed Christopher Browns question, "What parts of the buildings property owners etc. with the earthquake insurance specifically covers and do they still need their own independent insurance". Boyd explains the insurance covers what the Site Authority is responsible for all of the outside (exterior) of the townhome.
 - ii. Boyd informed the group there was a strange insurance bill, it was added to the 2020-2021 budget and if it is legitimate then it will be accounted for and paid.
 - iii. She further states the increases in the Repair/Maintenance line item was for bollards and other types of lighting not responsible by So Cal Edison.
 - iv. She adds the irrigation contract will not be done by the University (Facility Services) any longer and says BrightView will be taking care of it. She also added there is an increase in plant replacement. Mandyam wants to know what the FTE equivalent for the irrigation specialist is. Boyd doesn't have an answer because, as of yet, there isn't a statement of work available. Powell would like to know regarding the \$250k discrepancy in the irrigation system. Friesen and Boyd are not aware of a discrepancy.
 - v. Boyd informed the group of the budget increase discussion that will take place in the future and introduced the budget increase of 25% to the group further informed them that there will be a heavy discussion as to why during that future meeting.
 - vi. Powell is requesting SA compensate the owners regarding back payments for underfunding the community. She further asked why this amount needs to be passed along to the community. Boyd stated the BAG is currently having conversations with SA regarding the Reserve side of the bill and asking the SA "be forthcoming with some additional support". She further stated that during the special Townhouse meeting these themes and any new issues will be presented to the community owners and the issues that are important to the community those will be presented to SA during the following CAG meeting. Powell asked if an invitation was sent regarding the special community townhome meeting. Boyd and Friesen stated it would be sent out after the present meeting is concluded. Olson asked what was the actual Reserve amount that was suggested to be charged to the townhome owners by Complex Solution. Boyd stated according to Complex Solutions Reserved amount which should have been at \$184 charged per University Glen door for a 10-year span. Olson then asked what it would be at the end of 10 years and would that amount decrease after the 10-year mark. Friesen stated Complex Solutions indicated to him the total amount that needed to be paid for the Townhouse Reserves was at \$162+- per door. This would cover the windows, doors, heaters. Powell added, if the Site Authority would make a considerable deposit to the Townhouse Reserves (because of previous non payments) it would help bring that amount down. Williamson added if anyone was concerned regarding the increases those concerned individuals should attend the next townhouse meeting. Powell is asking, per the chat feed, why was the Site Authority just now disclosing the short fall for funding

the exterior of the homes. Boyd asked Rosa Bravo to answer. There was a long pause, but Bravo did not answer, Friesen stated it would be brought up to the CAG meeting. (59:40)

7. **Committee Reports**

a. Landscape - Kevin Olson

i. "Pilot" program update

1. Kevin Olson spoke on this subject, Olson stated he, Jake Friesen and BrightView walked down Landing Cove and pinpointed the areas where landscaping is needed and pointed out the plants that were still salvageable. Friesen stated he had been in contact with Jose at BrightView regarding the Landscaping Renovation Project. Williamson stated BV outlined a detailed report on the topics and areas that need to be addressed. Those areas were, public safety plants; which were plants that can live in this type of climate and that are not easily combustible, removal of aged-out plants, fill-in missing areas in the Common Areas and designated Courtyard areas of the homes and keep healthy plants intact. Also communicating with each individual homeowner regarding the options they'd like to see in the fronts of their homes. Olson also wanted to point out regarding the flags that were planted throughout the community and to be careful not to pull them out because the next phase of the diagnosis has yet to start.

2. Questions/Comments

a. Powell stated owners are requesting there not be chemical spraying to remove the weeds and for those weeds to be handpicked with a tool by BV. Friesen stated he and BV are in the process of having the Site Authority and Facility Services to approve a pesticide to be used. Boyd interjected and reported that BrightView is not honoring this statement she saw a recent occasion where a worker was spraying.

b. Tiina Itkonen is requesting if there is a scheduled brush clearing between the 800-1000 block of Channel Islands. Friesen stated the clearing needs to be done by June 1st, 2020 and BV will be liable to cover part of the clearance.

b. Finance/Budget

i. Redacted KW/SA purchase agreement receive

1. Tom Bokhart stated his team has Kennedy Wilson's Ground Sublease and is currently reviewing it. Powell commented regarding one of the comparisons, she said that KW's GSL and SA GSL have similar rules regarding dog park signage. Powell has volunteered to help with the comparison. Bokhart and Williamson both stated the purpose of comparing the KW's GSL to the SA's GSL is to maintain equality within the rules and regulations.

ii. Plans for a Townhouse owners Town Hall Zoom meeting.

iii. Most recent monthly and annual expense to budget report

c. Rules (Gabrielle Powell) (DEFERRED TO MAY)

Powell has indicated that the issues that are pending are still deferred due to the current circumstances, however she has informed the group of the few people that are concerned regarding the dog park usage and requests that the community honor the COVID-19 safety standards, so that every dog owner can continue to enjoy the dog park.

i. Open Space Plants etc. draft (with Landscape Committee)

1. Deferred due to COVID-19.

ii. Solar on Townhouses – research started.

a. Deferred due to COVID-19.

iii. Compare KW rules with UG lease rules – work has started

1. Williamson commented regarding the comparison of the Kennedy Wilson to Site Authorities Ground Sublease and noted regarding the rules which those rules will be clear when the pools reopen after COVID-19 restrictions are lifted.

iv. Proposals in works:

1. Pool behavior complaint process.

a. Deferred due to COVID-19 per Powell.

2. Roll-off bin temporary use rule.

- a. Deferred due to COVID-19 per Powell.
 - 3. Minimum landscaping requirement
 - a. Deferred due to COVID-19 per Powell.
- d. Community Advisory Group and Site Authority - Sandi Boyd
 - i. Boyd stated she would present the question of whether SA would disclosing the conditions on which the neighborhood is under, the Reserves Budgeted short fall, and the responses the owners have during the townhouse meeting that will take place the following week. She will take these topics to the to the next CAG meeting. Williamson invited all that are interested to join the CAG. Boyd added that this, interested, individual would need to understand what the CAG is, how it works. She further informed the group the CAG is only a recommendation group not a rule/decision maker and asked Friesen to agree or disagree with her definition of the CAG. Friesen agreed with her definition. Bokhart informed the group regarding the motions that will be declared and presented to the Site Authority. Bokhart states these motions have been approved by the Budget Advisory Group (BAG).
 - ii. Motions given by Tom Bokhart to the CAG. Gabrielle Powell, Sandi Boyd, Kevin Olson all agreed that these motions be requested from the Site Authority:
 - 1. Re-request whether underground utilities and improvements are the responsibility of the Site Authority. The specific application to this request is due to the request by the Site Authority for University Glen to pay a potential bill for sewage cleaning.
 - 2. The CAG requests that a Site Authority insurance representative contact the HAC regarding the liability, property and earthquake insurance policy. Detailing what is being offered under the policy and a price breakdown. The HAC would like a meeting to be set up with SA's designated earthquake insurance provider quickly.
 - 3. Request details as to why University Glen owners have been paying a reclaimed water charge since 2006, HAC doesn't believe it's a legitimate charge and would like an explanation and possibly a reimbursement to the University Glen owners.
 - 4. Re-request a description of services from Facility Services' irrigation specialist and is requesting we do not pay the irrigation specialist until we have received the description of services and the description meets what has been accomplished and not accomplished.
 - 5. Requesting from the Site Authority to present bank statements from Wells Fargo to the BAG with details of the deposited amount, the account numbers, and a retroactive transaction detailed report (bank statements/transaction history).
 - 6. Re-request the accounting transaction history from the Reserves to be released by Rosa Bravo to Jake Friesen monthly to create transparency.
 - 7. Re-request more seats be added to the advisory committees for University Glen.
 - iii. Owner Simhan Mandyam favors this request, Mark Hewitt is requesting the CAG ask for an insurance policy document to be readily available to the owners and residents from the Site Authority regarding the details of the earthquake policy. Boyd and Friesen both stated this request is reasonable. Bokhart is requesting these documents be readily available in the CAM office. Friesen indicated Rosa Bravo has insurance documents ready when new owners purchase. Unidentified owner is asking if the Site Authority will be present during the town hall meeting. Boyd stated they will be present.
 - iv. Topics other than ITEM 6
 - 1. Agenda Item not discussed during this HAC meeting.
 - v. Issues etc. to take to next meeting
 - 1. Item discussed above in item ii.

Time Check: 7:15 pm

8. Common Area Maintenance (CAM) Manager - Jake Friesen

- a. Friesen itemized the list of topics covered.
 - i. COVID-19 procedures and E-Blasts are in order and the CAM office has been sending reminders and changes as it respectfully has developed.
 - ii. Detailed cleaning activity procedures have been in effect.

- iii. Friesen informed the group of the previous natural gas discussion.
- iv. Friesen will send an email reminder regarding the meeting on Tuesday (4/21/20) night.
- v. Friesen reminded everyone he will be sending a link for the CAG meeting via E-Blast.
- vi. Landscaping trimming and mowing will be placed on a clear schedule now that we have passed the rainy season.
- vii. There were 38 work orders, majority were landscaping and irrigation, there were a few pest control reports of ants and rodents, there was a couple of roofing issues that were resolved as well. Friesen stated the Site Authority has directed UGCAM to manage window replacements using a three level a system.
 - 1. Level One is whether the balancers are functioning properly, and any window screen issues.
 - 2. Level Two is broken glass, leaking, or fungus (life safety issues).
 - 3. Level Three is that the window is functioning, but it is compromised in some level, examples “oil canning” of surface or dirt/water in between airspace.

Level Three windows will be address during the 2020-2021 fiscal year per the Site Authority. Mike McConnell is anticipated to be contacting the owners regarding the replacement. Powell had a question regarding the procedure that is followed when McConnell visits a home. Friesen indicated McConnell will wear a mask and gloves upon entrance of the unit. Bokhart inquired whether the CAM office is seeing an increase in roofing repairs. Friesen indicated that he does not see an influx. Bokhart wanted the CAM office to know if there were any issues regarding roofing flashing and these should be paid out of the Reserves. He further stated that CAM office should be aware if there are issues regarding roofing these should be seen as indications of possibly needing to adjust the reserved budget for roofing expenses and further for window replacement. Friesen explained that the Site Authority has requested the CAM office to place a line item of \$15,000 for roofing and window replacement on the Reserve Study and further stated this line item was not associated with the Operating Budget. Owner, Alec asked whether tracts and sliding glass doors could be repaired through these budgets. Friesen stated these situations could be evaluated. Bokhart asked if he could have a conversation with Jake Friesen regarding the Operation Budget and Reserve Budget and these budget line items at a later time. Friesen agreed.

- viii. Williamson asked Friesen if there were any property improvement applications (PIA’s) that needed to be reviewed. Friesen stated he didn’t have any.
- ix. Williamson asked if there was an update on the 32-acre construction. Friesen stated nothing had changed since the last conversation and further stated the plans are being reviewed by CSUCI Facility Services—the Building Official for University Glen.
- x. Williamson adjourned the meeting and informed the group of the next meeting which would be in May and further reminded everyone of the special townhouse meeting that will be held on Tuesday at 6pm, a reminder with a link would be emailed to everyone. Friesen stated everyone is invited to attend, however the theme of it is for townhome owners.
- xi. Williamson continues to encourage people of the community to be involved during these meetings and also encourages anyone that would like to get involved in the details of the community to reach out and get involved with the committees.
- xii. The meeting was adjourned at 1:37:24.

9. **Public Comment on Agenda Topics, in order listed**

- a. (6:15) Owner/Resident asked whether the dog park was available for use. Friesen informed the group the basketball court is off limits because of social distancing concerns, but the entire park is available for use. He further informed the group that all people need to wear a face/mouth mask if they will be using the dog park. Owner/Resident asked whether the CSU Channel Islands Loop hiking trail was open, Office DeBoni confirmed the park is open for walking use but not for vehicle parking, he also said no parking on the entire Camarillo Street area.

10. **Adjourn to Architectural Reviews**

- 1. None Property Improvement Applications were presented for review by the members of the HAC.

11. Upcoming Meetings.

1. SPECIAL TOWNHOME OWNERS TOWNHALL MEETING Date and Link forthcoming.
2. COMMUNITY ADVISORY GROUP MEETING – April 23, Thursday 4:00 PM—Link forthcoming.
3. SITE AUTHORITY MEETING – May 4, Monday 11:30 AM--Link forthcoming
4. NEXT HAC MEETING: May 21, Thursday, 6:00 PM—Link forthcoming

HAC Attendees

Owners	TH/SFH
Jenna Allee	TH
Adam Gamboa	TH
Alec	TH
Amber Abraham	TH
Brett Eastman	TH
Bryan	TH
Carolyn Phillips	SFH
Chris Williamson	SFH
Darcy Lober	TH
David	SFH
Eric	TH
Gabrielle Powell	SFH
James Welborn	TH
Jake Friesen	TH
Jocelyn Shahin	TH
John Elmer	SFH
John Labbett	SFH
Kevin Benn	TH
Kevin Olson	TH
Kristin Tejada	TH
Mark Hewitt	SFH
Mary	TH
Miriam	TH
Monica Greenberg	TH
Rosario Cuevas	TH
Sandra Boyd	TH
Sandra Bolger	SFH
Simhan Mandyam	TH
Steve	TH
Tiina Itkonen	TH
Tom Bokhart	TH
Victoria Marley	TH
1-XXX-XXX-0202	Not on record.
Officer Curtis DeBoni	CAM PD

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**.