

UNIVERSITY GLEN HOMEOWNERS' ADVISORY COUNCIL
Agenda for Thursday, July 16, 2020 6:00 pm
VIA ZOOM only

1. Call to Order -- Chair Chris Williamson

Chris Williamson called the meeting to order at 6:05pm

- a. HAC Representatives
 - i. Chris Williamson
 - ii. Gabrielle Powell
 - iii. Kevin Olson
 - iv. Malea King
 - v. Tom Bokhart

b.

2. Approval of Previous Meeting Minutes -- Chair Chris Williamson

Chris Williamson stated the approval of the previous meeting minutes were not ready.

3. Public Safety Report -- CSUSI Police Department

- a. COVID-19 update
 - i. Officer Kronberger informed the group that there are no new developments concerning COVID-19. He said they continue to request individuals to wear face and or mouth covers and/or keep 6 feet of distance. Also, CSUCI will be back in session for Fall 2020 semester, however the student population will be reduced to a third of the normal population due to virtual learning.
- b. Horses/Bikes/DG Paths
 - i. Officer Kronberger informed the public regarding the state laws about horses. He states horses are still regarded as a form of transportation in which case they are allowed on public roads and have all of the same rights as cars and bicycles, as long as rider follows the rules of the road. Kronberger also noted that there are no rules or law set by the state for the DG paths and so horses can walk those roads as well. Officer Kronberger stated he and the Site Authority are still in contact regarding this concern. Finally, Officer Kronberger stated that bikes are allowed on DG paths as well.
- c. Noise Ordinances
 - i. Officer Kronberger stated University Glen is on state property and so state laws need to be enforced. County or city ordinances are not enforced because University Glen and Mission Hills are on California owned state land. Officer Kronberger stated University Glen would adhere to the state law called “disturbing the peace”, in which details, “Any person who maliciously and willfully disturbs another person and unreasonable noise”. He further said that “it does have to be malicious; it does have to be willful”. He continued that these cases would be investigated and determined to the best of their knowledge as “unreasonable” noise complaints. Officer Kronberger stated officers cannot investigate loud noises unless there is a “victim” involved that files a formal complaint. Gabrielle Powell asked for details regarding a muffler being modified on a vehicle for a noise complaint that she had previously heard others talking about. Officer Kronberger stated he was unaware of any formal complaint being filed regarding a “modified muffler”. Chris Williamson asked regarding clarifying the health state laws that needed to be followed in University Glen. Officer Kronberger stated he could not speak regarding the state health

ordinance, but he could speak on the noise ordinance. He further said the ordinance could not be used from a county or city standard and CSUCI Police could only enforce the California state law since it is state land. Powell asked if the 72-hour rule was being honored. Officer Kronberger said it was. Williamson asked Officer Kronberger since the 72-hour rule is a state law and it is being enforced by CSUCI Police, are CSUCI police officers enforcing individuals that play in alleys, meaning is it a crime to play in the alley according to California State law? Officer Kronberger stated there is no rule stating individuals cannot play in an alley and so playing in an alley is not a crime.

d. Questions

- i. Powell offered a resident inquiry, the resident asked if parking enforcement officials are checking for dates and times regarding the temporary passes.
 1. Officer Kronberger assured the audience that his parking enforcement officers are monitoring the area.
- ii. Another resident asked if car parades are allowed.
 1. Officer Kronberger informed the residents that they were allowed as long as they are following the rules of the road. Tom Bokhart asked where he would find state issued ordinances. Officer Kronberger said they are in the penal code data base and if individuals would like additional information email Officer Kronberger at taylor.kronberger@csuci.edu or Lt. Drake Massey drake.massey@csuci.edu.
- iii. Tom Bokhart asked about horses and whether CSUCI Police Department can enforce the owners of the various horses picking up after their horse leavings.
 1. Officer Kronberger stated there were no programs to pick up horse waste and reminded the audience that the pick-up of animal leavings is not a state mandated law or ordinance. Additionally, he happily informed the residents regarding a fun fact about how street sweepers were invented to sweep-up horse manure back in the 1800s.
- iv. Tom Bokhart asked if the library was going to be open during the fall semester.
 1. Officer Kronberger was not aware of whether it would be opened or not.
- v. Malea King was asking if CSUCI is expected to have students onsite based on the most recent facts regarding K-12 public schools would be starting 100% virtual learning.
 1. Officer Kronberger said the onsite schooling would be mostly lab courses.
- vi. Williamson asked if there was a state law in place that would allow city ordinances or laws to be enforced in special areas like ours.
 1. Officer Kronberger is not aware of any but said he would research this further.

4. Brightview Staff Landscape Update

- a. Brightview is proceeding with irrigation repairs in University Glen.
 - i. Lazaro Ramos from BrightView stated the irrigation repair project would be done before the end of July 2020. He also stated his workers are adjusting the irrigation clocks to manage the stress areas. The adjustments on the irrigation clocks would allow more water to be sprayed in those areas where plants are not growing, and the turf is yellow or nonexistent. Powell asked if after the irrigation is repaired would there be a new irrigation contract or would there be a new irrigation company taking over the service. Jake Friesen said an irrigation repair contract is already in place with BrightView. The

irrigation contract amount for one year is \$14,560, this includes 4 hours of diagnostics per week. In addition to the \$14,560 there is for a license fee that needs to be paid to manage the irrigation clocks. This licensing fee is \$9,800. Friesen explained that the irrigation maintenance budget for Budget year 2020-2021 is \$43,000. The remaining funds will be used as a contingency for any material costs needed to fulfill irrigation repairs. Powell asked, per an owner, if the irrigation technicians would be redirecting the irrigation heads to the proper location for proper watering. Ramos stated the irrigation techs are watching problematic areas as well fixing irrigation issues as they arise. Bokhart asked if the technicians are monitoring the “pop-up” feature. Ramos agreed that they are. Bokhart further asked if they were unearthing the irrigation heads that have dug themselves undergrown? Bokhart commented he has noticed there are several in the Common Area outside his home. Ramos indicated that the irrigation check was completed 3-4 months ago and since then the flags have been pulled out, but BrightView had documented those that needed repair. The irrigation tech is going by what the documented list indicates. In addition, if the reps find anything new along the way, they would repair those areas at the same time. Williamson ended the irrigation system repair discussion with saying that BrightView was very capable of detecting where the irrigation heads were.

5. HAC Re-Organization – Chris Williamson

- a. Williamson explained the re-organization of the committees. These are as followed:

<u>Position</u>	<u>Lead</u>	<u>2nd/Alternate</u>
CHAIR	Chris	Melea
LANDSCAPE	Melea	Gabrielle
FINANCE	Chris	Tom (+ volunteers)
RULES & REGULATIONS	Gabrielle	Tom (+ volunteers)
SOCIAL (new)	Maisha (vol.)	Melea
BUDGET ADVISORY GROUP	Kevin	Chris
COMMUNITY ADVISORY GROUP	Tom	Gabrielle

- b. Powell informed the group there was an inquiry regarding the HAC restructuring from residents. Residents asked why and how the committees could be restructured, and who gives the authority to restructure them? Williamson answered stating that these committees are volunteer based and are restructured because of education and interest. Further the committees are allowed to be restructured at any time. Williamson emphasized these committees come together as non-paid volunteer work and anyone who is interested in volunteering is invited to contact him.

6. Supervisor Parks and County General Plan letter - Chris Williamson

- a. Invitation to Supervisor Parks for upcoming HAC meeting.
 - i. Williamson stated there was an invitation sent to Supervisor Linda Parks or her designated staff members regarding being available during University Glen’s public meeting during which we can present some of the concerns the residents have regarding the neighborhood not falling under city or county law. Bokhart agrees with Williamson and further requests a motion be placed concerning creating a list of topics to be discussed with Supervisor Parks or her staff, Powell second the motion. All committee members were in favor.
- b. Report on letter presented to Planning Commission in AM on Thursday, July 16th.
 - i. Williamson informed the group he has submitted a request to be added to the counties general map to the County Planning Commission during one of their meetings. He indicated that one of the panelists stated they were aware of the

issue. He also forwarded the documents, the letter and a short summary to the Site Authority requesting the University Glen neighborhood be added to the Ventura County's general map.

7. Fire and Homeowner Insurance, CAM fees, PSPS Generators

- a. Townhome owners should have an Earthquake Policy now that included in CAM
 - i. Williamson asked Friesen if the CAM office could provide a policy. Mark Hewitt agreed he stated owners should receive a detailed policy by mail. Friesen said it would have to be cleared through the Site Authority. Another resident said, "if we are paying for it why can't we have a policy?". Paula Rockenstein stated the owners should have a copy of the policy.
Friesen also stated he would request a meeting from Alliant and the Site Authority in August to discuss the policy. Powell asked if the owners could get a declaration page. Friesen agreed they could. Bokhart stated he would like to create a frequently asked questions (FAQ) page before the August meeting. Bokhart and Williamson asked if the policy could be posted online. Friesen said they could all talk about posting it online. Friesen further stated a conversation could be done regarding earthquake insurance during the next Budget Advisory Group (BAG) meeting.
- b. "Brush only" fire insurance option - Wendell Grayson (owner)
 - i. Wendell Grayson indicated that he reviewed the California Fair Plan and said one of the misconceptions people have regarding these plans are that they are mandated by the state and that it is a state issued insurance. These earthquake insurance plans are generated by private insurance groups. Grayson indicated that a Brush Fire insurance plan should only be purchased if any other plans were not available. This insurance plan covers fire, internal explosion and windstorms. He also offered there is a "difference and conditions" policy available in addition to the brush only fire insurance. The "difference and conditions" part of the additional policy would include the rest of the items needing to be insured. He also said if any other insurance company could not ensure the owner home, they could contact the California Fair Plan brokers and they could connect the owner with an insurance company that would insure their home. Powell asked if going through California Fair Plan is affordable. Grayson stated it would not be and further indicated that they do not have the typical "bundled discounts" you see with other insurance companies. He also indicated that there are deductibles associated with these plans. He finally stated that if there are any issues obtaining insurance owners should talk to their neighbors and ask who insures their homes. Bokhart asked Grayson if he was in a single-family home and Grayson agreed that he was.
- c. SCE PSPS outages. Need guidelines on home generators?
 - i. Williamson introduced the topic and stated the Rules and Regulations committee is creating guidelines. Williamson mentioned some of the rules that may be set for these generators for example include the owner should attempt to purchase a generator that is less loud or purchase a noise reduction cover and the generator should be placed outside of the home to avoid any fire damage to the home.

8. Committee Reports

- a. Landscape - Melea King and Gabrielle Powell
 - i. Irrigation meeting on July 9, 2020, with Brightview
 1. Powell indicated that Kevin Olson will be stepping down from the landscape committee and the new committee members would be Melea King and Gabrielle Powell. Olson gave his final report. Olson indicated

that he and other landscape committee members had a meeting with BrightView and during that meeting he discussed the landscaping contracts and the landscape issues. Olson indicated that BrightView would be taking on 4 contracts with University Glen, two maintenance contracts and two repair contracts. Bokhart asked for details. Olson stated that there are two components to maintenance which are the plants and the irrigation. Powell asked if Olson could answer resident questions, Olson said yes. Owner asked Olson, "Are you making sure the SLA [service level agreement] for each of the contract and a quality control follow-up and penalties". Olson stated that the benefit of having one company in charge of the landscaping and all its' components is that they would be held accountable for any issues that may arise. Powell reiterated Kevin Benn's question, he asked if the University will be returning the funds, they have charged owners concerning irrigation since they have not completed their part. Olson indicated that the credits they have issued are not the full amount they should have paid back. Olson asked Friesen to comment. Friesen said the amount was originally billed as a percentage but only half of the contract was billed which the original amount was \$43,000 but only \$21,000 was billed. After March 15th their services were cut back by half, Friesen took this opportunity to send bids for the irrigation services to 4 outside vendors, 2 responded. American Heritage returned their bid at \$50,000 and BrightView sent their bid back at \$48,000. Friesen stated the CAM office went with BrightView's bid and moved the irrigation project along to the repair phase. Friesen also indicated that BrightView will finish the repair phase by the end of July.

He also indicated that he requested 4 hours of diagnostics per week for the maintenance of the irrigation from BrightView which was a little over \$14,000. He also indicated that this price also includes if BrightView was to be blamed for damaged irrigation merchandise BrightView would repair these items at no extra cost. Powell asked per owner's question, does BrightView have a standard level of care during their contracted period. Friesen agrees that BrightView has a standard of care. Friesen also wanted to remind everyone that along with the price for the irrigation the CAM office needs to pay for licensing on the irrigation remote controls. The licensing charges per year are \$9,800 he further explained that if we add the irrigation contract which is at \$14,000, it comes close to \$23,240 allotted for these repairs. He further indicated that the total amount for Budget year 2020-2021 for irrigation maintenance contract was \$43,000. The remaining amount, that is roughly; \$18,000 will be used as a contingency for materials only. Powell relayed an owner's question regarding the CAM office paying for services that have not be rendered. Williamson said, "we don't know". Friesen stated the CAM office has not accepted a bill for the second half of the year. Bokhart commented that the University was not charging an hourly rate and was only charging for the time spent. Friesen agreed. Bokhart further asked for clarification on whether the University's irrigation tech was doing routine checks on the irrigation lines. Friesen agreed that the technician was not doing routine checks.

Powell relayed owner's inquiry concerning whether the licensing for the irrigation timers were in the East or West campus. Friesen said they are for the East campus only.

Williamson commented that some of the questions that are being asked by the residents have already been answered and suggested we use some sort of program where we can place the FAQ's. Olson suggested Google Docs. Olson further explained that this new form of management should be looked at as a positive thing. Powell stated that she has heard owner grievances concerning the work should be done without a work order request. Olson stated that now since BrightView has taken over the entire process it should be managed in house at a quicker rate.

2. Williamson wanted to finalize the landscaping discussion with these key facts:
 - a. For the past 6-7 years this area has experienced a severe drought.
 - b. The drought may have contributed to the death of a lot of plants.
 - c. The current landscape has been here since the neighborhood was constructed; about 17 years.
 - d. We are not paying for Palm Springs resort level maintenance.

ii. The idea of direct on-line "Resident Request" Work Tickets was suggested.

b. Finance/Budget -- Chris Williamson

i. Most recent monthly and annual expense to budget report

1. Williamson says Bokhart will continue to review the water bills.
2. Reserves issues are still underway. Williamson said there will be a townhouse focused group and it was yet to be determined as to when it would take place. He also stated this meeting would align with the next major topic which is the 2021-2022 budget. Budget discussions will start in mid Fall 2020. He expressed the major concern all of the University Glen owners regarding increases.
3. Community facilities district and inquiries concerning the bonds that University Glen owners are currently paying into was raised.
4. Insurance issues inquiries and concerns are still pending.
5. Payment reversals/refunds University Glen is attempting to obtain from the Site Authority are still underway.

ii. A "to-do" list for the coming months is being work on.

iii. Information requests shifting to Public Records Request format reported effective to obtaining information from the Site Authority.

c. Rules - Gabrielle Powell

Powell introduced the meeting stating there have been several complains/issues concerning rules and regulations now that more residents are staying at home.

i. How to "handle" complaints: model after UC Irvine HAC?

ii. Proposals in works:

1. Solar on Townhouses – research started

- a. Powell indicated that some of the files she has requested from SA need to be manually obtained, she was able to obtain the last 3 years from the CAM office but anything past that date range were not digitally available. Bokhart asked how these files were being organized at the Site Authority. Friesen stated these were paper documents and they would be stored by Lot/CAM number.

Bokhart asked how he would be able to obtain a copy of solar property improvement applications. How are those organized. Friesen stated he'd, more than likely, need to go through Facility Services. Friesen stated doesn't know how CSUCI Facility Services stores these applications.

2. Compare KW rules with UG lease rules
 - a. Powell indicated this was in process and the meeting between Mission Hills, Site Authority would be held off because of the current State directives with regard to COVID-19.
 3. Solar Panel/Noise & Citations
 - a. Powell suggested any citations given to residents be discussed with the Rules and Regulations committee members before they are given out. She would like to suggest this process for those individuals that feel they were "unfairly targeted". Friesen informed Powell that the communication is much better concerning these issues. Powell would like to suggest a 24-hour rule to be placed on not allowing skateboards in the alley ways because of noise and moving vehicles posing a hazard to the safety of children. Powell further pointed out the negligence of some vehicle drivers and where some do not adhere to the speed limit when turning corners. She is suggesting skateboard and playing not be allowed in the alleyway indefinitely. Olson pointed out the accelerated speed of the drivers Powell used as an example. Williamson suggested Powell write the rule and details and the HAC would review and make changes, if necessary.
- d. Community Advisory Group and Site Authority -- Tom Bokhart
- i. Report from June 25 CAG meeting
 1. Bokhart informed the group that the bank statements have not been released by the Site Authority, so he and his committee members have yet to review them.
 2. Solar Panel documents were not addressed because they were "rough" documents and the CAG did not feel the need to address these documents. Further Bokhart will be creating a formalized document to inform the community what is appropriate and what is not with installing solar panels. Bokhart asked Friesen if it was acceptable to have solar panels installed on townhouse roofs. Friesen stated the Ground Sublease does not specifically say solar panels are forbidden for townhomes. However, he pointed out the Ground Sublease does permit the Site Authority to decline the addition of solar panels to a townhome. Bokhart & Powell both informed the group that no one in the neighborhood has requested to install solar panels. Bokhart further reiterated that the document he and other will be putting together will address questions and instructions on "how" and "where" to place the solar panels on townhomes.
 3. Bokhart reminded the group concerning the letter that was sent to Supervisor Linda Parks regarding adding University Glen to the map. He stated this letter is in the hands of Supervisor Linda Parks and her people and now the CAG is waiting for a response.

- ii. New issue list for CAG and SA
 - 1. Bokhart asked HAC members if there were new issues that needed to be presented to the CAG. He further requested that he would be planning to request reviewing previous CAG meeting minutes and was asking if his fellow HAC members would agree that he request these minutes from the CAG. Chris Williamson agreed that all HAC members would support this request.
 - iii. The next CAG meeting is July 23, 2020.
 - iv. The next Site Authority meeting is August 3, 2020.
- e. Social Committee (Miesha and/or Melea)
- i. \$3000 in budget
 - 1. Bokhart informed the group that he was in the process of introducing the Social Committee to the CAG.
Malea King stated that she and Maisha Olson have sent a request to ask anyone interested in joining the Social Committee contact them. Williamson suggested that the SC request space from CSUCI to hold educational events for kids. King agreed that it would be a great idea, and that she would discuss that with M. Olson.

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

- a. Credits/Overages
 - i. Friesen stated there were credit issued to the CAM office, in June 2020, concerning Common Area liability insurance. These credits were for 2017, 2018, 2019 in the amount of \$31,000. BrightView provided credits for landscape enhancements that were not implemented, and this credit was in the amount of \$10,000. BrightView also did not complete the annual mulching for the fiscal year of 2019-2020 per their contract, so Brightview is will be providing a credit to the owners in the amount of \$20,000. Friesen stated the reason why BrightView did not proceed with mulching was because of the anticipated landscape refurbishing. Friesen also said there was a credit because of irrigation.
Friesen stated there were overages in the trash line of the 2019-2020 CAM Budget.
- b. Other Concerns
 - i. Friesen stated that the large tarp had been removed from the hillside close to the Hillcrest Pool. He stated Facility Services is in the process of repairing the mountain side.
 - ii. Friesen stated Facility Services is working to install a cement curb to replace the broken DG path along the main neighborhood entrance on Channel Islands Drive and Camarillo Street. Friesen stated he was not given a time frame of when this would be completed.
 - iii. He also noted that the community garden will be getting a supply of mulch delivered on July 20, 2020, from BrightView.
- c. Scheduling use of pool, gym, and continuing COVID19 safety
 - i. Friesen stated Governor Newsom placed a temporary closure of gyms that were enclosed spaces. He also stated that the extra cleaning of the gyms, which was \$315 per week, was canceled due to the closure of the gyms. He further stated the pools will remain open with the extra cleaning practices in place.
- d. Possibility of striping for 'garden spaces' at the bridge?
 - i. Bokhart asked what this line item was. Friesen informed the group that the area close to the garden on one end of the bridge would be tagged as a loading zone. Bokhart asked if it would need to be "striped". Friesen suggested painting the

curb a green color. Williamson suggested it would be only during the day and not subjected to a loading zone policy during night hours and further suggested a notice could be placed with specific times of when the loading zone would be imposed. Olson stated it would be locally required. Williamson was concerned for the apartment renters. Friesen stated he would contact parking enforcement and get further clarification before proceeding.

10. **Public Comments and New Topics**

- a. Powell asked if there was a leak on Santa Cruz Island Drive. Friesen stated it was being addressed through Facility Services and the Site Authority. Friesen pointed out a similar leak with 731 Santa Cruz Island Drive and this one was addressed by Facility Services as well.
- b. Powell relayed Mark Hewitt's question concerning slab leaks, he asked Friesen how many slab leaks a year were noted. Friesen stated one was detected in 2019, and there were 4 in the month of July 2020 coming from Santa Cruz Island Drive and Landing Cove. Friesen further stated that mostly all of the pipes were rerouted, and the leaks were fixed without having to jack hammer the cement. The slab that was opened was approved by the owner's insurance company and so they chose that route to fix the leak. Friesen explained the process of fixing these types of issues when dealing with insurance companies.

He stated that the owner is directed to contact their insurance agent first then notify the CAM office of the issue. UGCAM will file a damage/loss claim with the townhouse insurance carrier through the Site Authority, Aliant. Aliant will pay for repairs to the active slab leak as determined by a plumber. Any damages as a result of rerouting the piping associated with the slab leak are to be addressed by the homeowner's property damage insurance policy. The townhouse owner is to pay the deductible to their homeowner's insurance company and present a receipt for the amount of the deductible to UGCAM who will get approval from Site Authority Personnel to reimburse the townhouse owner in that amount. He further stated that the Alliant's \$5,000.00 deductible would be paid by the townhouse reserves and the owner would not have to pay anything out of pocket for the repair.

Bokhart asked Friesen to count the slab leaks again. Friesen stated there were 4 slab leaks during the fiscal year of 2019-2020. Friesen mentioned a wall leak was in the payment processing stage. Bokhart stated there were less than 2% leaks detected.

11. **Adjourn to Architectural Reviews**

- a. Property improvement application details:
 - i. In the 300 block of Anacapa Island Drive a 6'-8" wooden fence was proposed to be placed between the Common Area and between two Single Family Homes was DENIED.
 - ii. In the 300 block of Santa Cruz Island Drive a pergola 8x8 enclosure with a sunshade and curtains was APPROVED to be placed in front of the patio courtyard area of the townhome. The patio furniture would be removed upon sale of the home.

HAC Attendees	
Owners	TH/SFH
Amy Segelin	TH
Christopher Williamson	SFH
Christopher Brown	TH
E.J. Lopez	TH
Gabrielle Powell	SFH
Kevin Olson	TH
Kevin Benn	TH
Maisha Cole-Olson	TH
Malea Hopper-King	TH
Mark Hewitt	SFH
Paula Rockenstein	TH
Sandra Bolger	SFH
Simhan Mandyam	TH
Sandi Boyd	TH
Theresa Olivo	TH
Tom Bokhart	TH
Taylor Kronberger	CSUCI Police Department
Drake Massey	CSUCI Police Department

NEXT HAC MEETING: August 20, at 6:00 pm

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.