# University Glen PROPERTY MANAGEMENT REPORT

# November 2023

## **Overview**:

California State University-Channel Islands (CSUCI), which opened its doors in 2002, is located between Camarillo, California to the north and the Pacific Ocean to the south. The CSUCI campus is constructed on land owned by the State of California and is leased back to the users. The governing body overseeing the CSUCI Campus is the CSUCI Site Authority. The CSUCI Site Authority governs the CSUCI campus through a Ground Sub Lease document.

University Glen (UG) is an affordable housing residential development adjacent to the academic campus of CSUCI which houses university faculty and staff as well as members of the public. Construction of UG was planned in two phases. Phase 1 was completed in three parts – Phase 1.A in 2002, Phase 1.B in 2004 and Phase 1.C in 2006. Phase 1 construction completed a total of 600 residential units – 328 apartments, 200 townhomes (TH), and 72 single family homes (SFH). The THs and SFHs are two stories high; the apartment buildings are 2 and 3-story high structures. Due to adverse economic conditions, Phase 2 construction was halted in 2008. Construction of this area (Anacapa Canyon) commenced again in 2022 by Kennedy Wilson Multi-Family, the corporation that acquired the rights to develop Phase 2 in 2016.

The CSUCI academic campus is the "West Campus" and UG is the "East Campus." The property also has a 3-story Town Center comprised of 30,000 square feet of retail space on the ground floor (14 tenant spaces) and 2 levels of apartments above (58 units which are rented to the university for use as student housing).

During the month of October 2023, Kennedy Wilson Properties, LTD (KWP) continued as Agent for the CSUCI Site Authority providing Common Area Maintenance (CAM) management services for the UG residential community in the East Campus.

## CAM Management:

- Acting as Agent for the CSUCI Site Authority is KWP's UGCAM Team which is comprised of:
  - Jake Friesen, CAM Manager (UGCAM Office, Camarillo)\*
  - Donna Clark, Senior Managing Director (KWP)
  - Monica Ponce, Chief Financial Officer( KWP)
  - Cris Campbell, Senior Property Accountant (KWP)
  - Natasha Nedd, Office Assistant (UGCAM Office, Camarillo)\*

\*UGCAM Office employees are UG homeowners who reside in the community.

- The KWP UGCAM Team:
  - collected and processed Maintenance Rent (CAM fee) payments in-house and addressed delinquencies either in-house or in partnership with Site Authority staff.
  - o participated in various monthly meetings including:
    - the UGCAM Team meeting with the Executive Director of Operations for the Site Authority and the Site Authority Resource Specialist;
    - the Budget Advisory Group (BAG); and
    - the Community Advisory Group (CAG) meeting; and
    - the Homeowners Advisory Council (HAC) meeting;
  - worked with various Site Authority and CSUCI Facility Services personnel to process building permits, property improvement applications, certificates of completion, and Site Authority authorizations for reserve spending;
  - addressed individual owner's accounting issues, maintenance work order requests, parking pass and security FOB replacements, and Site Authority Casualty insurance claims; and
  - o disseminated various Eblast communications to owners.

## **Operations:**

- <u>Accounts Receivable</u>
  - The monthly Maintenance Rent charges for UGCAM FY 2023-2024 Budget are being collected at the amounts as follows: Single-Family Homes=\$313.86; Townhomes=\$484.76.

 As directed by Site Authority staff, UGCAM prepared and distributed the FY 2022-2023 CAM Budget reconciliation. The following is the 2022-2023 Budget Reconciliation by owner category.

	328	58	14	72	200
		Town	Town	Single	
		Center	Center	Family	
	Apartments	Apartments	Retail	Residences	Townhomes
Net Income					
(Loss)	\$9,564.46	\$2,401.78	\$579.75	(\$1,000.22)	(\$61,330.56)
(Refund) Charge per					
<b>Reconciliation:</b>	(29.16)	(\$41.41)	(\$41.41)	\$13.89	\$306.65

Per the Ground Sublease, UGCAM mailed letters to the owners in University Glen notifying them of the FY 2022-2023 UGCAM Budget Reconciliation. At the direction of Site Authority personnel, the due date for 2022-2023 reconciliation charges was extended through March 31, 2024.

- <u>Projects</u>
  - The majority of the fall portion of the annual tree trimming and tree removal project was completed. The sumac trees were trimmed along Landing Cove, Frenchy's Cove, Smugglers Cove, and Cathedral Cove. The willows were trimmed in the alley behind 700-1000 blocks of N. Channel Islands Drive.

#### <u>Community Events</u>

- On Friday, November 3<sup>rd</sup>, four food trucks parked at the corner of Rincon Drive and Channel Islands Drive serving the community a variety of cuisines. This was the first food truck event in UG and was well attended.
- On Saturday, November 18th, the community enjoyed an evening of Trivia competition in the Event Room of the Town Center Community Center. Both of these events were coordinated by the HAC's community activity's group with assistance from the Mission Hills Management Team.
- Landscaping
  - UGCAM continued to work with Gothic Landscape to post signs for the cars to be relocated (street gutter cleaning) on the streets with sycamore trees on a more frequent schedule. The streets most impacted are Landing Cove, Smugglers Cove, and E Platts Harbor Drive. It was stated that if an occasional car is not moved per the signs, the car(s) will NOT be towed or fined.

- Water Intrusion
  - On Thursday, November 30<sup>th</sup> an owner in the townhouse in the 300-block of Smugglers Cove informed UGCAM there was water coming from their first floor wall. The owner turned the water off. UGCAM directed our plumbing vendor to address the issue expeditiously. A pinhole was found in the copper pipe and was repaired.
- Property Loss/Damage Claims
  - List of Property Loss/Damage Claims for FY 2023-2024 to submitted to the Site Authority for processing to date :

2023-2024	July	August	Sept	October	Nov.	Total
Townhouse Insurance Claims	1	2	0	3	0	6

- Work Orders
  - The following is a list by Yardi category of the work orders (WO) placed during the month of November:
    - 28 WO submitted via Yardi.
    - 31 WO submitted via Text.

### 59 Total Work Orders

WORK ORDERS IN YARDI	In Progress	Cancelled	Completed	Reassigned	Totals
Electrical			1		1
Landscaping	6		7		13
Plumbing			2		2
Gutter & Downspouts	1				1
Roofing					0
Heaters					0
Painting/Stucco Repair	2		1		3
Janitorial					0
Gates/Fences	1		1		2
Other-TH Windows/Sliding Drs	5				5
Other- TH Garage Drs					0
Other – Pest Control			1		0
Cancelled		1			1
Subtotal	15	1	13	0	28

WORK ORDERS SENT BY TEXT	In Progress	Cancelled	Completed	Reassigned	Totals
Pest Control			8		8
Landscaping			23		23
Subtotal			31		31
TOTAL Work Orders for the Month	15	1	44	0	59

• Property Improvement Applications & Building Permit Application(s) to for FY 2023-2024 to

2023-2024	July	August	Sept	October	Nov	Total
PIAs	3	2	1	0	1	7
Bldg. Permit Apps	3	0	1	1	1	6
Total Apps/Month	6	2	2	1	2	13

## **Work Order Status Details**

Property : CSUCI Site Authority (wa300700)

WO#	Unit	Call Date	Status	Completed Date	Category	Problem Description
228966	CAM043	12/4/2023	Work Completed	1/6/2024	Gutters and Dow	Owner requests the downspout be reattached to the gutter in the alley. Also replace "0" at alley side house number.
229685	CAM013	12/5/2023	Work Completed	1/6/2024	Gates & Fences	Owner reports her fence needs to be repaired/replaced.
229687	CAM184	12/5/2023	Work Completed	1/6/2024	Electrical	Owner ta 741 N Channel Islands Drive reports the door bell does not work. Also the owner mentioned there are several electrical outlets which are "loose". Please investigate and make the necessary repairs.
229688	CAM163	12/5/2023	In Progress		Landscaping	Remove two bay laurels at the front of 731 Santa Cruz Island Drive. Provide Proposal.
231094	CAM276	12/7/2023	Work Completed	1/6/2024	Landscaping	Mission Hills maintenance requests the landscaping be cleaned up behind 1120 Santa Cruz Island Drive
233840	CAM150	12/11/2023	Work Completed	1/6/2024	HVAC	Owner reports the heater is not working.
235212	CAM228	12/13/2023	Work Completed	1/6/2024	Landscaping	Owner requests the vines in the common area by her patio wall be removed do they do not grow into her patio area.
235215	CAM019	12/13/2023	Work Completed	1/6/2024	Landscaping	Owner reports broken irrigation pipe near their patio. See the attached photo.
238591	CAM188	12/18/2023	Work Completed	1/6/2024	Landscaping	Owner Reports broken sprinkler head.
239266	CAM169	12/19/2023	Work Completed	1/6/2024	Electrical	Owner reports that light bulb fizzled, blew out and smoke filled room and multiple outlets in townhouse not working.
239945	CAM029	12/20/2023	Work Completed	1/6/2024	Gutters and Dow	Owner reports that the gutter is either extremely clogged or is just not working as it creates a waterfall effect whenever it rains.
240621	CAM238	12/21/2023	In Progress		HVAC	Owner reports the dryer vent ductwork has a blockage. Request vendor clean ductwork.
241298	CAM210	12/22/2023	In Progress		Gates & Fences	Owner reports the gate latch needs to be replaced.
241300	CAM021	12/22/2023	In Progress		Roof	Owner reports roof leak at floor in garage.
241302	CAM220	12/22/2023	Work Completed	1/6/2024	Landscaping	Trim hibiscus at corner to height of retaining wall. This is a safety issue. We have discussed this trimming with the owner.
241303	CAM265	12/22/2023	Call		Landscaping	Trim the edge of the planter between 336 & 334 Twin Harbor.
245352	CAM276	12/28/2023	In Progress		Landscaping	Trim Shrub at covered parking structure in Hillcrest Apartments on Twin Harbor Drive. See photo.

Total: 17

## CSUCI Site Authority (wa300700)

## **Budget Comparison**

					Period = Nov 2023	3			
	Book = Accrual ; Tree = csuci_is								
	PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance	Annual	Note
REVENUE									
HOMEOWNER CAM									
Townhome CAM	70,364.00	70,364.12	-0.12	0.00	351,820.00	351,820.60	-0.60	844,369.49	)
Single Family CAM	19,889.28	19,889.28	0.00	0.00	99,446.40	99,446.40	0.00	238,671.36	5
Apartment CAM	98,673.93	98,673.93	0.00	0.00	493,369.65	493,369.65	0.00	1,184,087.16	
Miscellaneous Income	175.00	0.00	175.00	N/A	2,050.00	0.00	2,050.00	0.00	)
Recovery - Past Yr. Operating/Commc	0.00	0.00	0.00	N/A	19,309.56	0.00	19,309.56	0.00	Positive variance due to 2022-2023 CAM Reconciliation
HOMEOWNER CAM	189,102.21	188,927.33	174.88	0.09	965,995.61	944,636.65	21,358.96	2,267,128.01	
TOTAL REVENUE	189,102.21	188,927.33	174.88	0.09	965,995.61	944,636.65	21,358.96	2,267,128.01	
OPERATING EXPENSES									
MANAGEMENT FEE									
Management Fee	29,034.34	26,318.00	-2,716.34	-10.32	137,038.30	137,305.00	266.70	339,966.00	PTD negative variance due to actuals exceeding budgeted amount.
TOTAL MANAGEMENT FEE	29,034.34	26,318.00	-2,716.34	-10.32	137,038.30	137,305.00	266.70	339,966.00	
INSURANCE									
Insurance - Property	9,921.08	5,179.00	-4,742.08	-91.56	49,605.40	25,895.00	-23,710.40	62,151.00	)
Insurance-Earthquake	6,842.95	6,842.95	0.00	0.00	34,214.75	34,214.75	0.00	82,115.35	5
TOTAL INSURANCE	16,764.03	12,021.95	-4,742.08	-39.45	83,820.15	60,109.75	-23,710.40	144,266.35	;
<b>REPAIR &amp; MAINTENANCE</b>									
Repair & Maintenance	29,885.86	27,682.67	-2,203.19	-7.96	128,147.78	144,426.35	16,278.57	351,728.00	PTD negative variance due to cumulative line item ) negative variances. YTD positive variance as repair items less than budgeted.
TOTAL REPAIR & MAINTENANCE	29,885.86	27,682.67	-2,203.19	-7.96	128,147.78	144,426.35	16,278.57	351,728.00	
UTILITIES									
Electric - Common Area I	-15.14	65.00	80.14	123.29	337.24	325.00	-12.24	780.00	) PTD & YTD negative variance due to seasonal usage.
Electric - Common Area II	9,130.89	8,942.00	-188.89	-2.11	48,018.95	44,706.00	-3,312.95	107,300.00	) PTD negative variance due to seasonal usage.
Gas - Common Area	1,829.14	3,520.00	1,690.86	48.04	7,276.26	8,984.00	1,707.74	39,180.00	PTD & YTD positive variance due to one pool being closed.

CSUCI Site Authority (wa300700) Budget Comparison Period = Nov 2023									
Book = Accrual ; Tree = csuci_is									
	PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance	Annual Note	
Water	15,264.74	14,153.31	-1,111.43	-7.85	68,044.82	70,766.56	2,721.74	169,839.76 PTD negative variance due to bill exceeding budgeted amount.	
Sewer	19,949.86	19,776.78	-173.08	-0.88	122,313.68	98,883.90	-23,429.78	PTD negative variance due to costs exceeded budget. 237,321.36 YTD negative variance due to FY 2021-2022 adjustment.	
Water - Reclaimed	12,586.06	14,039.99	1,453.93	10.36	66,903.01	70,199.95	3,296.94	168,479.83	
Trash Removal	19,491.95	20,882.24	1,390.29	6.66	96,760.03	104,411.19	7,651.16	250,586.85	
TOTAL UTILITIES - RECOVERABLE	78,237.50	81,379.32	3,141.82	3.86	409,653.99	398,276.60	-11,377.39	973,487.80	
LANDSCAPING									
Landscaping - Exterior Contract	31,153.00	31,152.35	-0.65	0.00	155,765.00	155,761.75	-3.25	373,828.20	
Landscaping - Sprinkler System	0.00	2,540.58	2,540.58	100.00	8,671.00	12,702.90	4,031.90	30,486.96 PTD & YTD positive variance due to Irrigation Tech included in Exterior Contract line item.	
Landscaping-Equipment	450.00	2,000.00	1,550.00	77.50	7,565.00	20,500.00	12,935.00	34,500.00	
Landscaping - Other	8,661.00	1,572.07	-7,088.93	-450.93	16,456.00	7,860.35	-8,595.65	18,864.84 PTD and YTD negative variance due to plantings exceeding budget.	
TOTAL LANDSCAPING	40,264.00	37,265.00	-2,999.00	-8.05	188,457.00	196,825.00	8,368.00	457,680.00	
TOTAL OPERATING EXPENSES	194,185.73	184,666.94	-9,518.79	-5.15	947,117.22	936,942.70	-10,174.52	2,267,128.15	
NET OPERATING INCOME	-5,083.52	4,260.39	-9,343.91	-219.32	18,878.39	7,693.95	11,184.44	-0.14	
NET INCOME	-5,083.52	4,260.39	-9,343.91	-219.32	18,878.39	7,693.95	11,184.44	-0.14	

#### University Glen Reserve Balance October 31, 2023 Preliminary Unaudited

Reconciliation Reserve Type	Balance as of 9/30/23	Oct 2023 Contributions	Oct 2023 Expenses	Oct 2023 Adjustments	Investment Activity	Balance as of 10/31/23
Common Area	1,298,207.91	17,498.88	(9,298.95)		4,256.25	1,310,664.09
Single Family Homes	102,015.90	833.76			293.08	103,142.74
Townhomes	2,412,927.38	21,380.00	(6,203.97)		7,274.63	2,435,378.04
Total	3,813,151.19	39,712.64	(15,502.92)	-	11,823.96	3,849,184.87

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Total Reserve Expenditures 10/31/23	15,502.92
Common Area (9CSA11)	9,298.95
DG Path Repair @ CI Dr near Playground	4,437.00
Heater Installation @ Hillcrest Pool	4,861.95
Single Family (9CSA05)	-
Townhomes (9CSA14)	6,203.97
217 LC - Trolley Arm Operator Bracket	85.00
322 TH - Torsion Spring Replacement	565.00
200 LC - Screen repairs	333.97
326 SC Post-Remedial Inspection	1,375.00
375 CI - Torsion Spring Conversion	445.00
249 SC: Post-Remedial Inspection	900.00
379 SC Post-Remedial Inspection	900.00
302 PH: Patio gates repair	850.00
326 SCI - Paint Garage Door	750.00

Detail of invoices held at UGCAM office

Activity Oct-23		
Contributions		39,712.64
Expenses		(15,502.92)
Adjustments		-
Investments		11,823.96
Total Activity	\$	36,033.68
Net Change in Balance		
CAM - 9CSA11		12,456.18
Single Family - 9CSA05		1,126.84
Townhomes 9CSA14		22,450.66
Total Activity by Type	Ś	36,033.68

Due from UGCAM for Oct 2023	24,209.72
Total Due from UGCAM	24,209.72
(accounts receivable)	
Wells Fargo	17,308.52
CalTRUST	3,807,666.63
Acct Balances as of 10/31/23	3,824,975.15
Reserve Total as of 10/31/23	3,849,184.87

#### **Actuals Transactions by Period**

#### Time run: 12/8/2023 9:08:44 AM

Business U	Fiscal Ye	Period	Accounting Date	Doc ID	Doc Src Fdescr	Doc Ln Descr	Amount	Account Fdescr	Fund Fdescr	Dept Fdescr
CICSA - Chi	2023	4	10/31/2023	0002233467	MJE - Manual Journal En	AR received from KW	103,713.56	101840 - Wells Fargo -SA l	XSA37 - SA -	-
CICSA - Chi	2023	4	10/31/2023	0002233467	MJE - Manual Journal En	AR received from KW	(103,713.56)	103007 - A/R - Other	XSA37 - SA -	-
CICSA - Chi	2023	4	10/31/2023	0002233467	MJE - Manual Journal En	Record interest Oct23	4.91	101840 - Wells Fargo -SA l	XSA37 - SA -	-
CICSA - Chi	2023	4	10/31/2023	0002233467	MJE - Manual Journal En	Record interest Oct23	(0.13)	508001 - Interest from Ext	XSA37 - SA -	9CSA05 - Single Family Homes
CICSA - Chi	2023	4	10/31/2023	0002233467	MJE - Manual Journal En	Record interest Oct23	(1.67)	508001 - Interest from Ext	XSA37 - SA -	9CSA11 - CAMS
CICSA - Chi	2023	4	10/31/2023	0002233467	MJE - Manual Journal En	Record interest Oct23	(3.11)	508001 - Interest from Ext	XSA37 - SA -	9CSA14 - Town Homes
CICSA - Chi	2023	4	10/31/2023	0002233467	MJE - Manual Journal En	Transfer WF to CalTrust	(120,000.00)	101840 - Wells Fargo -SA l	XSA37 - SA -	-
CICSA - Chi	2023	4	10/31/2023	0002233467	MJE - Manual Journal En	Transfer WF to CalTrust	120,000.00	101841 - CICSA CalTRUST	XSA37 - SA -	-
CICSA - Ch	2023	4	10/31/2023	0002233647	MJE - Manual Journal En	Cal Trust Activity Oct23	11,819.05	101841 - CICSA CalTRUST	XSA37 - SA -	-
CICSA - Chi	2023	4	10/31/2023	0002233647	MJE - Manual Journal En	Cal Trust Activity Oct23	(350.93)	508800 - Dividend	XSA37 - SA -	9CSA05 - Single Family Homes
CICSA - Chi	2023	4	10/31/2023	0002233647	MJE - Manual Journal En	Cal Trust Activity Oct23	(5,050.57)	508800 - Dividend	XSA37 - SA -	9CSA11 - CAMS
CICSA - Chi	2023	4	10/31/2023	0002233647	MJE - Manual Journal En	Cal Trust Activity Oct23	(8,664.12)	508800 - Dividend	XSA37 - SA -	9CSA14 - Town Homes
CICSA - Chi	2023	4	10/31/2023	0002233647	MJE - Manual Journal En	Cal Trust Activity Oct23	57.98	508802 - Unrealized Gain	XSA37 - SA -	9CSA05 - Single Family Homes
CICSA - Chi	2023	4	10/31/2023	0002233647	MJE - Manual Journal En	Cal Trust Activity Oct23	795.99	508802 - Unrealized Gain	XSA37 - SA -	9CSA11 - CAMS
CICSA - Chi	2023	4	10/31/2023	0002233647	MJE - Manual Journal En	Cal Trust Activity Oct23	1,392.60	508802 - Unrealized Gain	XSA37 - SA -	9CSA14 - Town Homes
CICSA - Chi	2023	4	10/31/2023	0002239020	MJE - Manual Journal En	Oct23 CAM Reserve Expense	9,298.95	660851 - Maintenance	XSA37 - SA -	9CSA11 - CAMS
CICSA - Chi	2023	4	10/31/2023	0002239020	MJE - Manual Journal En	Oct23 CAM Rsrv Contrib	(17,498.88)	660854 - Reserves	XSA37 - SA -	9CSA11 - CAMS
CICSA - Chi	2023	4	10/31/2023	0002239020	MJE - Manual Journal En	Oct23 Reserve Receivable	24,209.72	103007 - A/R - Other	XSA37 - SA -	-
CICSA - Chi	2023	4	10/31/2023	0002239020	MJE - Manual Journal En	Oct23 SF Rsrv Contribution	(833.76)	660854 - Reserves	XSA37 - SA -	9CSA05 - Single Family Homes
CICSA - Chi	2023	4	10/31/2023	0002239020	MJE - Manual Journal En	Oct23 TH Reserve Expense	6,203.97	660851 - Maintenance	XSA37 - SA -	9CSA14 - Town Homes
CICSA - Chi	2023	4	10/31/2023	0002239020	MJE - Manual Journal En	Oct23 TH Rsrv Contribution	(21,380.00)	660854 - Reserves	XSA37 - SA -	9CSA14 - Town Homes
Grand Tota	I						0.00			

Fund Fdescr is equal to XSA37 - SA - Reserves - Common Area

- and Bus Unit Fdescr is equal to CICSA Channel Islands Site Authority
- and Fiscal Year is equal to 2023

and Period is between 4 and 4

(1,126.84) 9CSA05 - Single Family Homes

(12,456.18) 9CSA11 - CAMS

(22,450.66) 9CSA14 - Town Homes

(36,033.68)