

University Glen

PROPERTY MANAGEMENT REPORT

April 2024

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 April 2024, 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.
 - 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 (*No HAC meeting due to resignation of all members in March 2024*);
 - 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
 - disseminated various Eblast communications to owners.

Operations:

- Accounts Receivable
 - 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.

- Projects
 - At the Hillcrest Pool/spa the orange upholstery was steam cleaned. The exposed wood surfaces were oiled, and the bases of the barbeques were painted.
 - At the Townside Pool/spa the upholstery of the pool furniture was replaced due to wear and tear. Total for the reupholstering project was \$ 3, 285.00 Total. Monies for this project were included in the 2023-2024 Budget.
 - UGCAM continues working to procure bids for the repair/replacement of concrete associated with trip hazard areas:
 - i. One location is on Rincon Drive near the north parking lot.
 - ii. Three locations in the 2000-block of Channel Islands Drive.

Based on the recommendation of Gothic Landscape’s arborist, trees (4) may be removed as part of the trip hazard project.
 - The sample of the proposed replacement lantern for the single-family homes was secured and installed. Review of the fixture and installation continues.
 - We are working to address the steel communications vault in the parkway at the front of 215 Channel Islands Drive.
- Community Events
 - There was a “Children’s Play Day” on the CSUCI Campus. This event was sponsored by CSUCI School of Education, Early Childhood Development Studies, and Instructionally Related Activities.
- Landscaping
 - Gothic Landscape continued the deep cleaning of the shrub/plant beds in UGCAM.
 - Gothic Landscape continued clearing the 12-inch space next to structures/fences in the common areas to begin addressing the anticipated upcoming 0-5 foot defensible space requirements. Gothic began this work as part of their shrub/groundcover trimming work. This clearing of plant material within 12-inches of the structures of the common area at no additional cost to the community.
 - The irrigation water system was turned back “ON” following a spring which saw a substantial amount of rainfall.
- Water Intrusion Events
 - There were no water intrusion events to report during April 2024.

- Work Orders
 - The following is a list by Yardi category of the work orders (WO) placed during the month of April:

30 WO submitted via Yardi.

16 WO submitted via Text.

46 Total Work Orders

WORK ORDERS IN YARDI	In Progress	Cancelled	Completed	Reassigned	Totals
Electrical			1		1
Landscaping	7		5		12
Plumbing					0
Gutter & Downspouts					0
Roofing/Waterproofing			1		1
HVAC/Dryer Vents					0
Painting/Stucco Repair					0
Janitorial					0
Gates/Fences	3				3
Other-TH Windows/Sliding Drs	3				3
Other- wall/concrete flatwork	7	2	1		10
Cancelled					0
Subtotal	20	2	8	0	30

WORK ORDERS SENT BY TEXT	In Progress	Cancelled	Completed	Reassigned	Totals
Pest Control			1		1
Landscaping	1		14		15
Subtotal	1	0	15	0	16

TOTAL Work Orders for the Month	21	2	23	0	46
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- 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	Oct	Nov.	Dec.	Jan.	Feb.	March	April	Total
Townhouse Insurance Claims	1	2	0	3	0	1	0	0	2	0	9

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

2023-2024	July	August	Sept	Oct	Nov	Dec.	Jan.	Feb.	March	April	Total
PIAs	3	2	1	0	1	1	0	1	0	1	10
Bldg. Permit Apps	3	0	1	1	1	0	0	0	0	0	6
Total Apps/Month	6	2	2	1	2	1	0	1	0	1	16

Work Order Status Details

Property : CSUCI Site Authority (wa300700)

Approval Status :

WO#	Unit	Call Date	Completed Date	Status	Category	Problem Description
323480	CAM082	4/1/2024		In Progress	Other	Owner reports the retaining wall at his SFH is cracked. He suggested this was caused by earthquake. CSUCI Building Inspector contacted to evaluate.
323482	CAM005	4/1/2024		Call	Landscaping	Request Gothic Landscape clean up the mud on the sidewalk below 125 CI Drive at the sidewalk leading to the Townside Swimming Pool. Also address erosion issue on slope creating the dirt/mud deposit.
323484	CAM149	4/1/2024	5/7/2024	Work Completed	Roof	Owner reported drainage from the roof is running down the surface of the stucco near the front door. Investigate and determine if maintenance needs to be done to avoid any future water infiltration.
324420	CAM069	4/2/2024		In Progress	Other	Owner reports one window needs a new balance.
326282	CAM041	4/4/2024		In Progress	Gates & Fences	Owner brought to UGCAM's attention that the gate at the playground does not latch adequately and needs to be replaced/adjusted.
326283	CAM095	4/4/2024		In Progress	Landscaping	At the Large dog park there are several holes where dogs have dug. Please fill in holes. We can discuss leaving a bucket of dirt and a shovel for dog owners to fill the holes in themselves.
326285	CAM005	4/4/2024	5/7/2024	Work Completed	Landscaping	Owner noticed the irrigation system tubing at the front of her townhouse at 125 CI.
327222		4/5/2024		In Progress	Landscaping	Residents report that the basketball rims and nets need to be replaced.
330018	CAM030	4/8/2024	5/7/2024	Work Completed	Other	Reattached the house number on the alley side of the townhouse.
330954	CAM028	4/9/2024		In Progress	Other	Owner reports the glazing on their French door has a broken vacuum seal.
331893	CAM087	4/10/2024		In Progress	Landscaping	Owner requests the area at the front of 242 Anacapa Island Drive where plants have died be replanted with fresh plants. See the attached photo.
331894	CAM227	4/10/2024	5/7/2024	Work Completed	Landscaping	Owner reports the tree in the parkway between 361 & 371 Frys Harbor Drive needs to be resupported/supporting poles adjusted.
331895		4/10/2024	5/7/2024	Work Completed	Landscaping	In the Community Park there is a tree which appears to have been compromised/twisted in the wind. Evaluate and determine path forward.
331896		4/10/2024		Canceled	Other	Replace the rims at the community basketball court.
331897		4/10/2024		In Progress	Other	At the corner of Anacapa Island Drive and CI Drive repair/replace portion of sloping curb which has become detached and paint red.
331898	CAM107	4/10/2024		In Progress	Landscaping	Owner requests tree between house and sidewalk be trimmed away from her SFH. Evaluate Tree.
332834		4/11/2024		Canceled	Other	At the intersection of Anacapa and CI Drive replace/secure portion of concrete curb and paint red.
332837	CAM030	4/11/2024	5/7/2024	Work Completed	Landscaping	At the front door of the Townhouse to the right replace Mexican sage with 5-plants which will grow well in the shade. Also trim suckers below front tree.
332839	CAM030	4/11/2024		In Progress	Landscaping	On the alley side of the townhouse rework the DG beside the driveway and around the transformer.
337533	CAM023	4/16/2024		In Progress	Landscaping	The tree near the front door at 355 CI Drive appears to be lifting the concrete slab. Please have a arborist evaluate with a recommendation on how to proceed. Removal/root barrier, etc. with stump grinding.
339415	CAM266	4/18/2024	5/7/2024	Work Completed	Electrical	Owner requests the bollard at the front of his townhouse be maintained. Secure top and lens to bollard. Clean lens. Etc.
340353	CAM136	4/19/2024		In Progress	Landscaping	As an item which needs to be completed by time of sale of this townhouse, trim the trees away from the roof. See the photos below and the attached report from Ventura County Fire Department.
343173	CAM209	4/22/2024		In Progress	Gates & Fences	On the alley side of the townhouse, repair the wood fence/gate.
344119		4/23/2024		In Progress	Other	The two benches at the playground have broken composition planks and the hardware is rusted. Provide proposal to replace necessary composite planks and replace rusted hardware.
344120	CAM112	4/23/2024		In Progress	Gates & Fences	Owner reports wrought iron corrosion at railing.

Work Order Status Details

Property : CSUCI Site Authority (wa300700)

Approval Status :

WO#	Unit	Call Date	Completed Date	Status	Category	Problem Description
345979	CAM030	4/25/2024		In Progress	Other	Owner reports issue with window.
345981	CAM040	4/25/2024		In Progress	Landscaping	Owner provided photos showing that on the alley side there is a kinked irrigation hose and the underside of the shrubbery hedge is dry/no leaves. Please evaluate and provide a path forward to address.
346888	CAM024	4/26/2024		In Progress	Other	On the alley side of 365 CI Drive between 365 & 375 CI Drive pour concrete in the trash bin storage area.
346889	CAM170	4/26/2024		In Progress	Other	Place 32" wide concrete pathway from Alley to the concrete slab near the front door.
346890	CAM030	4/26/2024		In Progress	Other	Place 32" wide concrete pathway from alley to front sidewalk.

Total: 30

CSUCI Site Authority (wa300700)

Budget Comparison

Period = Apr 2024

Book = Accrual ; Tree = csuci_is

	PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance	Annual	Note
HOMEOWNER CAM									
Townhome CAM	70,364.00	70,364.12	-0.12	0.00	703,640.00	703,641.20	-1.20	844,369.49	
Single Family CAM	19,889.28	19,889.28	0.00	0.00	198,892.80	198,892.80	0.00	238,671.36	
Apartment CAM	98,673.93	98,673.93	0.00	0.00	986,739.30	986,739.30	0.00	1,184,087.16	
Miscellaneous Income	-100.00	0.00	-100.00	N/A	2,575.00	0.00	2,575.00	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	188,827.21	188,927.33	-100.12	-0.05	1,911,156.66	1,889,273.30	21,883.36	2,267,128.01	
OPERATING EXPENSES									
MANAGEMENT FEE									
Management Fee	25,842.80	26,318.00	475.20	1.81	265,255.93	281,075.00	15,819.07	339,966.00	
TOTAL MANAGEMENT FEE	25,842.80	26,318.00	475.20	1.81	265,255.93	281,075.00	15,819.07	339,966.00	
INSURANCE									
Insurance - Property	9,921.08	5,180.00	-4,741.08	-91.53	99,210.80	51,791.00	-47,419.80	62,151.00	PTD & YTD negative variance due to actuals exceeding budgeted amount.
Insurance-Earthquake	6,842.95	6,842.94	-0.01	0.00	68,429.50	68,429.47	-0.03	82,115.35	
TOTAL INSURANCE	16,764.03	12,022.94	-4,741.09	-39.43	167,640.30	120,220.47	-47,419.83	144,266.35	
REPAIR & MAINTENANCE									
Repair & Maintenance	35,533.87	27,692.66	-7,841.21	-28.32	271,035.90	296,361.68	25,325.78	351,728.00	PTD negative variance due to gutter cleaning paid in April not in January as budgeted.
TOTAL REPAIR & MAINTENANCE	35,533.87	27,692.66	-7,841.21	-28.32	271,035.90	296,361.68	25,325.78	351,728.00	
UTILITIES									
Electric - Common Area I	0.00	65.00	65.00	100.00	492.42	650.00	157.58	780.00	
Electric - Common Area II	9,098.74	8,942.00	-156.74	-1.75	86,106.30	89,416.00	3,309.70	107,300.00	PTD and YTD positive variance due to seasonal usage.
Gas - Common Area	1,560.45	3,196.00	1,635.55	51.17	20,839.30	35,980.00	15,140.70	39,180.00	PTD & YTD positive variance due to one pool being closed.
Water	11,704.57	14,153.31	2,448.74	17.30	117,757.68	141,533.13	23,775.45	169,839.76	
Sewer	19,949.86	19,776.78	-173.08	-0.88	222,062.98	197,767.80	-24,295.18	237,321.36	YTD negative variance due to FY 2021-2022 adjustment.
Water - Reclaimed	7,799.19	14,039.98	6,240.79	44.45	115,816.65	140,399.87	24,583.22	168,479.83	PTD & YTD positive variance due to irrigation system turned off during spring rains.

CSUCI Site Authority (wa300700)

Budget Comparison

Period = Apr 2024

Book = Accrual ; Tree = csuci_is

	PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance	Annual	Note
Trash Removal	16,875.19	20,882.24	4,007.05	19.19	184,417.39	208,822.38	24,404.99	250,586.85	
TOTAL UTILITIES - RECOVERABLE	66,988.00	81,055.31	14,067.31	17.36	747,492.72	814,569.18	67,076.46	973,487.80	
LANDSCAPING									
Landscaping - Exterior Contract	31,153.00	31,152.35	-0.65	0.00	311,530.00	311,523.50	-6.50	373,828.20	
Landscaping - Sprinkler System	0.00	2,540.58	2,540.58	100.00	8,671.00	25,405.80	16,734.80	30,486.96	PTD & YTD positive variance due to Irrigation Tech included in Exterior Contract line item.
Landscaping-Equipment	500.00	2,000.00	1,500.00	75.00	9,255.00	30,500.00	21,245.00	34,500.00	
Landscaping - Other	1,660.00	1,572.07	-87.93	-5.59	26,552.00	15,720.70	-10,831.30	18,864.84	PTD & YTD negative variance due to actuals exceeding budget.
TOTAL LANDSCAPING	33,313.00	37,265.00	3,952.00	10.61	356,008.00	383,150.00	27,142.00	457,680.00	
TOTAL OPERATING EXPENSES	178,441.70	184,353.91	5,912.21	3.21	1,807,432.85	1,895,376.33	87,943.48	2,267,128.15	
NET OPERATING INCOME	10,385.51	4,573.42	5,812.09	127.08	103,723.81	-6,103.03	109,826.84	-0.14	
NET INCOME	10,385.51	4,573.42	5,812.09	127.08	103,723.81	-6,103.03	109,826.84	-0.14	

University Glen Reserve Balance

March 31, 2024

Preliminary Unaudited

Reserve Type	Balance as of 2/29/24	Mar 2024 Contributions	Mar 2024 Expenses	Mar 2024 Adjustments	Investment Activity	Balance as of 3/31/24
Common Area	1,383,039.50	17,498.88	-		5,879.92	1,406,418.30
Single Family Homes	108,586.06	833.76	-		461.13	109,880.95
Townhomes	2,536,616.73	21,380.00	16,888.77		10,743.96	2,585,629.46
Total	4,028,242.29	39,712.64	16,888.77	-	17,085.01	4,101,928.71

Total Reserve Expenditures Mar-24 (16,888.77)

Common Area (9CSA11) -

Single Family (9CSA05) -

Townhomes (9CSA14) (16,888.77)

234 SC: Initial Investigation	1,601.00
851 CI: Gate latch repair	225.00
721 CI: Garage trim repair	125.00
306 PH: Replace Door strut brace	150.00
333 PH: Stucco Repair	900.00
322 SCI: Replacement torsion spring	570.00
347 LC: French Door Replacement	6,397.31
317 PH: Reset Toilet	181.64
337 PH: Address leaking pipe	410.02
316 PH: Two way cleanout & Reset toilet	1,330.00
316 PH: Camera Sewer Line from Outside of Bathrc	350.00
312 SCI: Window screen repair	261.72
901 CI: Patio gate repair	750.00
307 LC: Repair stucco crack	450.00
326 SC: Initial Mold/Fungal Investigation	710.00
270 LC: Window Repair	296.98
841 CI: Unclog weep holes	110.50
326 SC: Drywall repair in laundry closet	900.00
217-221 LC: repair patio fence between units	1,350.00
445 CI: Window repair	224.84
326 SC (CAM149) Slab Leak settlement	(35,380.78)
354 SC: Initial Investigation	1,198.00

Activity Mar-24

Contributions	39,712.64
Expenses	16,888.77
Adjustments	-
Investments	17,085.01
Total Activity	\$ 73,686.42

Net Change in Balance

CAM - 9CSA11	23,378.80
Single Family - 9CSA05	1,294.89
Townhomes 9CSA14	49,012.73
Total Activity by Type	\$ 73,686.42

Due from UGCAM for Jan 2024	27,360.77
Due from UGCAM for Feb 2024	22,959.58
Due from UGCAM for Mar 2024	56,601.41
Total Due from UGCAM	106,921.76
<i>(accounts receivable)</i>	

Wells Fargo	19,889.61
CalTRUST	3,975,117.34
Acct Balances as of 3/31/24	3,995,006.95

Reserve Total as of 3/31/24 4,101,928.71

Detail of invoices held at UGCAM office

Actuals Transactions by Period

Time run: 4/11/2024 8:02:19 AM

Business Unit	Fiscal Year	Period	Accounting Date	Doc ID	Doc Src Fc	Doc Ln Descr	Amount	Account Fdescr	Fund Fdescr	Dept Fdescr
CICSA - Cha	2023	9	03/31/2024	0002301399	MJE - Mar	AR received 3/8	66,908.05	101840 - Wells Fargo -SA Uglen xx3097	XSA37 - SA - Reserves - (-	
CICSA - Cha	2023	9	03/31/2024	0002301399	MJE - Mar	AR received 3/8	(66,908.05)	103007 - A/R - Other	XSA37 - SA - Reserves - (-	
CICSA - Cha	2023	9	03/31/2024	0002301399	MJE - Mar	Transfer WF to CalTrust	(64,356.84)	101840 - Wells Fargo -SA Uglen xx3097	XSA37 - SA - Reserves - (-	
CICSA - Cha	2023	9	03/31/2024	0002301399	MJE - Mar	Transfer WF to CalTrust	64,356.84	101841 - CICSA CalTRUST	XSA37 - SA - Reserves - (-	
CICSA - Cha	2023	9	03/31/2024	0002310950	MJE - Mar	Cal Trust Activity Mar24	17,085.01	101841 - CICSA CalTRUST	XSA37 - SA - Reserves - (-	
CICSA - Cha	2023	9	03/31/2024	0002310950	MJE - Mar	Cal Trust Activity Mar24	(353.65)	508800 - Dividend	XSA37 - SA - Reserves - (-	9CSA05 - Single Family Homes
CICSA - Cha	2023	9	03/31/2024	0002310950	MJE - Mar	Cal Trust Activity Mar24	(4,908.34)	508800 - Dividend	XSA37 - SA - Reserves - (-	9CSA11 - CAMS
CICSA - Cha	2023	9	03/31/2024	0002310950	MJE - Mar	Cal Trust Activity Mar24	(8,902.15)	508800 - Dividend	XSA37 - SA - Reserves - (-	9CSA14 - Town Homes
CICSA - Cha	2023	9	03/31/2024	0002310950	MJE - Mar	Cal Trust Activity Mar24	(107.48)	508802 - Unrealized Gain (Loss)	XSA37 - SA - Reserves - (-	9CSA05 - Single Family Homes
CICSA - Cha	2023	9	03/31/2024	0002310950	MJE - Mar	Cal Trust Activity Mar24	(971.58)	508802 - Unrealized Gain (Loss)	XSA37 - SA - Reserves - (-	9CSA11 - CAMS
CICSA - Cha	2023	9	03/31/2024	0002310950	MJE - Mar	Cal Trust Activity Mar24	(1,841.81)	508802 - Unrealized Gain (Loss)	XSA37 - SA - Reserves - (-	9CSA14 - Town Homes
CICSA - Cha	2023	9	03/31/2024	0002314009	MJE - Mar	Mar24 CAM Rsrv Contrib	(17,498.88)	580816 - CAM Income	XSA37 - SA - Reserves - (-	9CSA11 - CAMS
CICSA - Cha	2023	9	03/31/2024	0002314009	MJE - Mar	Mar24 Reserve Receivable	56,601.41	103007 - A/R - Other	XSA37 - SA - Reserves - (-	
CICSA - Cha	2023	9	03/31/2024	0002314009	MJE - Mar	Mar24 SF Rsrv Contribution	(833.76)	580816 - CAM Income	XSA37 - SA - Reserves - (-	9CSA05 - Single Family Homes
CICSA - Cha	2023	9	03/31/2024	0002314009	MJE - Mar	Mar24 TH Reserve Expense	(16,888.77)	660851 - Maintenance	XSA37 - SA - Reserves - (-	9CSA14 - Town Homes
CICSA - Cha	2023	9	03/31/2024	0002314009	MJE - Mar	Mar24 TH Rsrv Contribution	(21,380.00)	580816 - CAM Income	XSA37 - SA - Reserves - (-	9CSA14 - Town Homes
Grand Total							0.00			

(1,294.89) 9CSA05 - Single Family Homes
 (23,378.80) 9CSA11 - CAMS
 (49,012.73) 9CSA14 - Town Homes
(73,686.42)

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 **9** and **9**