

HOA General Meeting – January 15th 2020

Minutes

Board members present, Merit Herman, Don Payne, Eugene Markowitz, Amalie Sinclair, Lorraine Smith, Tom Loudon, Gary Whitten.

Approximately 15-20 members attended.

Several display tables were provided A quilt from Caroline Klepp, to be auctioned at the Pajaro Valley Quilt Show-Feb 22nd 23rd, with all proceeds to benefit “Walk to End Alzheimer” Gary Whitten for Emergency Procedure also supplied a display of” Emergency Supplies” suitable for park residents to include at home.

Merit Herman moved for approval of the March minutes, which was then seconded from the floor and passed. Merit mentioned that the HOA Board had been hoping to include a question and answer session with the park management, but that Jennifer Barrett was detained due to illness and hence the Q&A session was being postponed until the next HOA meeting.

Other reports were that the Arroyo renovation project is well underway, with the retaining walls on one side already completed while pond drainage is being taken up as the rainy season closes out.

The proposed Cruzio installation for low cost broadband connectivity is being developed. At this time the initial approach is unlikely to be installed fiber, but instead a point-to-point wireless configuration. Residents were asked to consider if they were comfortable with the wireless approach or if we should hold off until fiber was approved (which may not happen in the near future).

The Dark Sky ordinance is being studied, and evaluation in respect to park lighting is underway. Pamphlets from a recent International Dark Sky Association presentation at the clubhouse were made available

Information is also available at:

<https://santacruzdarksky.org/index.php/about-us/>

Residents then asked several questions:

Will the residents benefit from the Cruzio installation?

Merit mentioned that this is likely to be high speed broadband at a lower cost than they could obtain as individuals. If it doesn't end up being cost and speed beneficial, then the project would not be presented as an option for consideration/approval. Eugene said that a recent program of this type in Carmel delivered good services at much cheaper rate.

What is the design of the installation?

We are not sure this could be either be point to point wireless or fiber if we can get the approval from the state to cross their right of way.

Merit said that his company has Cruzio internet that includes both cable and a high speed wireless backup/failover installation in place. So, there is fiber infrastructure within a half mile of the park - if we can just get fiber brought across the state park property. We will obtain plans as soon as Cruzio has them available for us.

A resident asked if the HOA community would weigh in.

Yes, the board is following through and they will come up with the best negotiated option. This will be made available and residents will be asked for input on which options would they prefer for then further negotiations.

Don Payne asked for a discussion on the nominating committee moving towards the scheduled election for HOA board in May.

A resident mentioned that there is considerable concern about recent rent increases which are not compatible with the stable or even recently declining property valuations in the local area.

Another concern was that the HOA President is no longer a full time resident in the park.

Merit Herman in response ventured that he appreciated this point of view and that it had previously been discussed during the prior HOA board meeting. The resident stated that he had asked for open discussion of this issue at a previous HOA meeting. There was no specific indication this had been asked about at a previous HOA meeting.

Don Payne proposed that the board call for an open discussion on the question of residency at the end of the meeting. Merit Herman was in agreement with this suggestion, and also the attending community as long as it wasn't disrupting the rest of the HOA meeting topics previously distributed. Don mentioned that the board had already entered into discussion as to if the tenure of the HOA President would be maintained under non-on site residence circumstance. What would be reasonable expectation? Merit has made it very clear in the past that he travels a lot for work as it is.

The resident bringing up the issue, stated that he felt the tenure was inappropriate and that he would send a letter to HOA detailing the complaint.

Don Payne returned to the discussion of the nominating committee, as two-year terms expire, some board members are willing to stand for reelection. Several interests were described. Tom Loudon said that he is prepared to serve for the next six months. Eugene said that he would be willing to continue as treasurer as long as the HOA climate did not become antagonistic. Several similar comments were made, generally the impression is that the current board is willing to stay in place if needed.

The resident who had addressed the tenure of the HOA President was invited by Don Payne to run for election on the HOA board. This suggestion was taken into consideration, the resident also offered to solicit for the placement of a nominating committee, which was much appreciated, Don Payne expressed his thanks and hoped that a chair for the nominating committee would be available presently.

Gary Whitten mentioned that the emergency services platform is being evaluated and revised. One type of incident that we should consider is a tsunami. As there is a subduction zone of the coast of Oregon, the warning system in this area is quite efficient. The advisement in this case would be to get to high ground.

Gary then described the emergency supplies display; We have here a "go bag", basically what to take with you in such an emergency. One of my favorite survival supplies is Dinty Moore beef stew, also canned salmon or sardines. A small camp stove can be used to heat these up. Collecting these is one of my hobbies. I have about fifteen different types. A useful package contains twenty "fire sticks"

which burns for about six minutes, and which can be used for heat, light or to warm up food or water. You will need water, a half-gallon jar or stainless steel phial is usable, available at Costco. Another type has a built in water purifier, so it is possible to drink from any available source. If you like coffee, Starbucks makes an instant package with single serving. Something else you might include is a 30 feet pepper spray, which will deter bears, and a Mylar emergency blanket. All very useful and I have been back packing with these types of supplies for seventy years, so very tried and tested. The lists will be itemized and details of emergency supplies "to go" will be included on the website. By the way Oprah Winfrey will sell you a "to go" bag with a set of survival cosmetics for \$400! Also you might not be aware but yesterday afternoon, we experienced a mini tornado which took about half the roof off my unit. The wind generated a vortex quite unexpectedly and crashed into the building, narrow steel pieces about 10ft long flew upwards about a hundred feet. I have a broken window and some other damage. This was at about 3pm in the afternoon, the mini tornado only lasted about 30 seconds or a minute. all very abrupt. A surfboard was lifted up at the end of my deck and next thing was the impact. There was no noise beforehand, a neighbor heard the commotion and wondered what was going on.

A resident commented that there was a very high wind on Jan 7th which could have developed into a serious issue for the park.

Lorraine Smith asked if a resident was still having a problem with drainage in her yard, as HOA board was looking to make inquiry with the management. Another resident commented that it might be necessary to dig trenches. Merit said that Jim Cannon would be following up and asked if the affected resident could forward the information to HOA e-mail together with photos.

Don Payne mentioned that: I am intending to write to ELS and that park is responsible for drainage issues and that they need to address vicinities adjacent to the house. I have located the relevant statute and I apologize for the delay in addressing the inquiry. I think there may be a few houses located along this slope, which may be affected, and I making some further inquiries. We can assess the issue again once we find out what is ELS initial response.

Tom proposed that a motion could be provided, to the effect that HOA community feels that ELS is responsible for fixing the drainage problem. Don felt that ELS is perhaps already aware of the clear statutory regulations.

A resident mentioned that some locations cannot access an adequate electrical conduit and are unable to run washer/dryer machines because of low wattage. Eugene suggested that this problem might be due to the way that the electrical pedestal is installed, because standard capacity covers the entire park. Dan said that a pedestal should cover 100-amp service. Merit agreed, less than 100 amp service would not be expected at the park.

GSMOL update is now included on the webpage. Also details of recently introduced legislation.

Lorraine mentioned that she had spoken with Jennifer about fire risks and also with a local contractor. A recent map from the parks service qualified the dimensions of the several adjacent zones which were overgrown. ELS maintained that they were responsible for zone 1 and 2 but not zone 3 and 4.

A resident commented that he had been through this before and that an effective line of approach would be to contact the fire department, who will come out and inspect the area, and then hold either ELS or the parks department responsible, with instruction to clear the area. The fire department is very diligent and accountable and they will also apologize for delay in enforcement.

Lorraine asked for residents to send their updates and requests, announcements or information they would like included in the Arroyo bulletin or De Anza website. Please send e-mail direct.

Eugene provided the treasurers report, with HOA fund being \$ 2,256 in January. While the separate accounts JAMS holding \$12,013 and the UCSC settlement fund account held \$3,970 respectively. A request was made for HOA members to pay annual due of \$10. This small fee is per unit, not per person.

A resident asked about the distribution of the remainder of the UCSC settlement fund as delivered in 2018.

HOA board will discuss the possibilities and include these in an upcoming HOA meeting agenda, presenting options to the residents to make decision.

Merit asked; what have you experienced regarding the new office hours and the walkabout program.

A resident asked; why are we allowing ELS to set back service when we are paying such high rent.

Merit responded that the inquiry is valid. We are seeing some misalignment in the inflationary index gains versus local market rents/property value declines.

Another question was ... if a call was put into the office during business hours was it answered? Other opinion was that management was often in the office with the door shut, not walking around. A resident asked how management could spend four hours a day walking around the park anyway..

A resident complained that the doors to the garbage area does not open and lights in critical areas are not working, why doesn't the walk around the park management notice any of this. Merit mentioned they are probably not walking around at night and we should provide this feedback to them through the HOA emails with pictures and recommendations.

A resident made a statement, that there are several hundred people living here, this is not necessarily a request, it is a demand, that there should be someone in the office full time.

Concerns were expressed; how can we reach management if there is an emergency. ELS maintain that there is no disruption in service but is this actually the case.

Gary Whitten mentioned that Jennifer Barrett attended our board meeting. The outline for revised office hours was very much her idea. She suggested that these attributes can be discussed in the morning mingle. My suggestion would be to come to the morning mingle and talk to Iris and Jennifer.

Merit said please send all feedback/comments about the office hours, and use the HOA e-mail address, so this issue can be continually addressed to ensure their service is not declining due to this change as that was not the intent nor promise from Jennifer.

A resident mentioned that the lighting needs to be addressed as it is often very dark at night and quite dangerous to walk outside without necessary illumination.

Lorraine said that if residents send e-mails with details, we can start to identify areas of the park where lighting is insufficient.

Merit suggested that a proactive approach can be taken if residents send information to the HOA email. This would allow HOA board members to compile information and review with ELS either as a board or during a general HOA meeting.

A resident commented: I came here from a very high end ELS park in Foster City. I do not feel that they are doing their job here.

The board responded that this would be the purpose of the proposed question and answer session, to come to terms with what are residents expectations and management perspectives.

The resident explained: in my previous location, one could go on-line, type in a maintenance problem and it would be fixed within 24 hours.

Another comment was that the management is legally responsible. If a resident falls on the bridge because lights are out, they can be held culpable.

Merit said, bigger things are more difficult, but smaller issues such as lighting should be addressed by ELS without delay. Eugene asked if there might be a regulation that a manager should live on site? A resident mentioned that this was not required.

Tom Loudon made a request for a motion to be prepared. This would request an open comment session, a forum with time limit of ten minutes for each resident, to speak on issues of concern. Merit commented that to reformat the agenda in this way might create a more effective structure.

A resident suggested that it might be helpful to have questions written out and submitted at the beginning of HOA general meeting. Merit said this was another way to create structure and ensure everyone had a chance to express their concerns/questions, but would it make more sense to go through at the beginning or end of the meeting. Don said that the question session is usually held at end of meeting. Merit suggested that a survey method may be used as well to determine which items that were not discussed were most important to the HOA members for the board to review further.

The meeting was subsequently adjourned, and Gary Whitten demonstrated the usage of survival supplies for the residents.