

HOA General Meeting
7pm Sept 18th 2019
Minutes

The meeting was attended by about thirty residents

HOA board members present :

Merit Herman, Don Payne , Eugene Markowitz, Dave Allenbaugh,
Gary Whitten, Jim Cannon, Amalie Sinclair

The minutes of the July 24th HOA General Meeting were approved.

A new resident at #66 was introduced Richard Gehring from Wisconsin, who had lived in Felton for a number of years.

Merit Herman noted several action items that had carried over from the last meeting.

1. Modification of office hours-

(report from Jennifer McClellan, ELS manager)

2. Car wash facility - ELS management update is pending

Gary Whitten – Director of Emergency Procedures provided an update

The Santa Cruz Fire Department has issued a four page outline of the emergency evacuation routes. This includes various instructions such as what items to include in a "to go" package. 400 copies will be available for distribution to the community. Additionally, we have obtained 200 "vial of life" packages, which include a holder with lid and several sets of forms for inclusion. These will also be distributed to all park residents. Please fill out the forms as requested with your details, including medications and special needs. The documents should be put inside the holder, sealed and placed inside your refrigerator. In case of emergency, a first responder is trained to look for "vial of life" in this location.

Q, Is there room for both mine and my husband's information.

A. Yes, partners may use the same vial for both sets of documentation.

A resident asked if it was possible for a "heart attack box", an emergency aid resource to be provided, perhaps to be placed in the gym at the clubhouse.

Gary mentioned that in West Marin emergency aid of this type had often been used to assist tourists. Also, that when Point Reyes was flooded a number of emergency supplies were distributed to residents including bread which could not be transported owing to impassable roads. Instructions are often to have first aid to hand but not everyone will comply.

The suggestion was generally appreciated, it was felt that this should be considered for further discussion and that further inquiry could be made.

Dave Allenbaugh for GSMOL affairs mentioned that the GSMOL page at the HOA website is being updated. (Golden State Manufactured Home Owners League) As a serving GSMOL commissioner, we meet every few months on a Thursday. More recently new legislation determined that if the park suffers mishap, fire or some natural catastrophe, park residents would retain the right to rebuild properties at the same monthly rates. The recent State Bill establishing rent cap at 5% plus CPI does not apply to mobile home parks. However, under ELS leases, rent raises are generally limited to CPI levels.

Jennifer McClellan brought forward ELS management update. The HCD (Housing Community Development) permit which is required for the Arroyo renovation project is still pending. Owing to an unfortunate oversight, the application had not been submitted in timely manner, so there is some further delay. However, we expect that this will be received within the next 30 days, so that the project can then be started. Our asset manager says that all special conditions such as fish and game requirements have been met.

Q. A resident pointed out that the process had taken two years.

A. Jennifer responded that we have to remove and replant everything in the Arroyo.

Q. If you are pulling up the ice plant, what are you replacing it with ?

A. I don't have an answer just now, but we had a walk through with the environmental consultant and identified every plant that needed to be removed. The ice plant is considered to be damaging and subject to erosion by the coastal commission.

Q. A resident asked, why did my retaining wall get tied up in all this ? My property was subject to flooding, and ELS fixed the driveway, but now every time it rains, we are afraid the house will slide down the hill. Underneath the decks the structures are shot, it is unsafe, we cannot use our deck. We want to sell, ELS should buy back our home.

Merit agreed that ELS (as owner of the park) is accountable for site structural soundness and safety of the park grounds and that the HOA board will keep focus on the issue presented to help with further clarification and bring to conclusion as rapidly as possible. He indicated having the involved structural engineer(s) present at the next HOA meeting would be recommended to ELS upper management. (which was subsequently confirmed with Jennifer Barrett)

A resident mentioned that it will take 60 days to fix the retaining walls. Further comment was that projects like this require a commercial consultant, which adds yet another layer. The plan has to be approved by a biologist, a red legged frog or protected species would cause more complications.

It was suggested that the best estimate is that ELS will start work in the spring.

Merit indicated that the 12 HOA principles for engagement could be applied. That the issue is significant.

A resident mentioned that these processes take time, that inspectors may not always be available.

Jennifer repeated that the ice plant was not a native species and that a landscaping company had been engaged. Our engineer has looked at all of these programs. We found that pilings needed replacing on three houses. The Arroyo engineer would like to come out and make a presentation to the HOA community. He will be onsite for the next HOA meeting in November.

A resident suggested that an assessment of all the house along the Arroyo was needed.

Jennifer asked if there were any questions about the new office schedule which has been reduced by several hours. Basically the office will be open till midday on weekdays, while in the afternoon the staff will be working on site across the park.

Q. you have two staff, but we need someone in the office.

A. We have a messaging service

A This is not good enough, you are cutting hours, but you are not fulfilling your obligations, it is not satisfactory

A resident commented, I think frustration stems from lack of office hours. That management and ELS are not so available, accountability is lacking.

Merit mentioned that phone calls should be forwarded to cell phone, if management is out of office on walkabout.

Q. Are you going to address the Santa Cruz dark sky ordinance and deal with the lighting issues ?

Q. Reducing office hours, reduction of service, will this result in reduction of charges?

Q. A resident said that we need information, that there is a lack of responsiveness.

Merit asked if there were any more questions ?

Don Payne, director of policy and procedures provided some details. I have ordered dumpster props for all of the bins. I have someone coming on Friday to check the lighting

Q. Can we get some lighting in the parking area outside the Clubhouse ?

A. Yes, should be no problem

Eugene Markowitz mentioned that Iris the assistant manager is very efficient. Could she take a look at the Jacuzzi and swim pool. Young people should be accompanied, older residents are sometimes intimidated.

Jennifer mentioned that more recently a resident held a birthday party, and there were some complaints, but we are very careful to follow guidelines.

Eugene suggested that ELS could hire someone at weekends to monitor the pool area.

Merit mentioned that suggestions can be e-mailed prior to HOA meeting, which would make it possible to address them in a more focused way.

Jennifer said that this would be helpful and it would allow more information, references and so on to be accessed beforehand.

Merit mentioned that Jennifer's input is much appreciated. There is a history of unresolved issues, which it is best to consider and to start to move ahead.

Eugene provided the Treasurers Report.

The balance of the account at the last HOA meeting in July was \$2,717. 58 There has been no activity since that date.

The JAMS settlement account holds \$12,013. 54

A statement from Wells Fargo is pending. Merit had made some inquiries but it does not seem as if we can open an interest bearing account for the JAMS holding.

The current statement for the UCSC dust mitigation fund is \$3,976. 37

Would new members please pay the \$10 HOA annual dues.

Q. How many more checks were written from the dust settlement?
Eugene said that he would obtain a statement. Don mentioned that two or three further checks had been distributed.

Q, The further check distribution should be included in the minutes
Eugene mentioned that this is the case since July 24th. Don mentioned that there was some discussion on these requisites at the last board meeting.

Q What was the criteria for the acceptance of the dust settlement.

A The date that you moved in

Q. What was this criteria

A. That you were living here in October 2016

Q. I lived through the construction of the parking lot and the trail. I do not feel that the criteria was sufficiently elaborated.

Don mentioned the hot tub was inspected and the chemical balance adjusted.

A pulley system was installed on the corner dumpster by the Marine lab walkway. Please try it out, I think it works very well, if you need some leverage. I would appreciate your feedback.

The residents agreed that it was very helpful.

Don mentioned that he will let Jennifer know that the opinion of the residents is that the pulley system is preferable.

.A resident mentioned a solar powered winch that opens up or down .

Don asked if residents were familiar with the new e-mail site (deanzasantacruzhoa@gmail.com).

This could be readily utilized for purposes such as feedback or a survey system. We could float a design with say 10 questions , to see if such a system would work, this could provide feedback to the management.

A resident mentioned that other ELS locations send out occasional survey to ask residents how they are doing.

Don asked if there was an available copy of such a survey ?

The resident will try and locate the documentation

Jim Cannon - Director Park Concerns, said that the parks concerns should make a full review of the Arroyo issues. That there were three properties affected to the extent that decks were inaccessible.

Merit mentioned that we have feedback from Cruzio for high speed internet. Also to establish solar panel energy platform and e-car charging.

Q. Have you approached ELS with these proposals

A. They are supportive.

Q. I would like to be involved if you are making up a committee , I did an installation for colleges, it took nine months to negotiate .

Don asked if retaining walls had ever been installed, following the problems with the deck supports. The affected resident said that no, all work was postponed while pond repair permits were submitted.

A resident pointed out that this would have required at least two permits and then a further process.

The affected resident said that when he moved in, the property was already deteriorating. That he cannot sell the property in this state and can't move. I am advised to take legal advice. It has taken two years already, I don't want to live here anymore.

Gary mentioned that a recent legislation is designed to address such issues. There is a state agency that can act for conflict resolution and remediation. I will forward the information.

A further comment was that the safety issue has been ongoing for at least three years. This is what the community is interested in. A resident complained that they had been living in the park for 25 years and that safety had deteriorated.

Documentation was produced in respect to the Arroyo permitting process. The resident making complaint stated that no representative of ELS had attended the hearing...Zoning Administration Public Hearing

July 17th 2019- 10am

Applicant- De Anza Santa Cruz

CP-19- 002

APN 003- 341- 06

Retaining Wall

The meeting was adjourned,
refreshments were provided.

The next HOA General meeting is scheduled for November 20th