

Meeting with Management Team

July 31, 2017 6:30 p.m.

The PDRra Board met with Jim Marlow, Manager in charge from COS, and Karim Manji, currently Asst. Manager of PDR for COS.

Michael welcomed them and introductions were made of new board members and Karim. Jim came with no prepared agenda except to again open and plan to consistently hold these meetings to communicate more effectively.

Michael introduced our thinking and our **Agenda of Five Areas of Concern** that we feel need addressing on an on-going basis and can meet those needs of having better communications and clarity for residents of the park. We gave them a detailed copy of these. (See Attachment 2 – Five Major Areas of Concern.)

Michael then addressed the First area of **Staffing**. When Michael spoke of the first item of qualifications of staff, Jim gave Karim's credentials: trained in law, experience as a manager, Licensed Real Estate Broker, skilled in mobile home park management. Jim also explained that they would have a Manager and Asst. Manager on duty at PDR. They have an interview Aug. 1. Karim will fill one of those positions. We will know soon.

We further learned, bringing up the issue of an on-site manager all 24 hours a day as has been the standard, that Bart is the Maintenance Mgr. and fills that roll for resident's needs in the COS plan. He is authorized to **act on emergency crises when they occur**. This has not been clearly communicated to residents. Many do not know **the number to call**.

Margaret Apodaca then addressed our Second area of concern – **Service Level Agreement with Residents**. She picked up on areas of discussion above and asked what their expectations were of a time frame for remediation of problems in the park. Communication to residents comes up as an issue regarding these problems as in area above. Jim talked of remediation of some light post issues requiring a major power repair. Karim spoke of delay caused by an ordered part related to the front door of the clubhouse. Those were two examples. Follow-up is needed here.

Beth Ebben then came to the Third area of concern – **Communications in the Park**.

Needless to say, this appears to be a major area where many issues could be solved. We suggested that Management make up a list of **Essential Information and phone**

numbers and Actions to take to distribute to all residents. The how of doing this was discussed at length.

We talked of bringing back the Directory. Many ideas were thrown out for discussion. A Directory is time-consuming. There are issues of privacy. We are willing to help put that together. The essential procedures could be a page in the directory – always available to all the residents. This will be a follow-up item.

The Newsette was discussed in terms of its general purpose as a Major Communication source for the parks. Should it hold all the news of all the happenings of the park? We volunteered to help by posting things on the PDRra website – as we now can reach about 390 spaces in the park.

Lois Shouse then addressed the Fourth area of concern – **Rules and Regulations Compliance**. Our first concern has to do with 24 hour service, as has always been available. They feel they have that covered. They assure us that the new Security Service patrols the whole park at least twice each night, is again ticketing cars illegally parked, is reporting to the office. The office has records and follows up. People are on the “too many citations list” that makes them subject to tow. There is a new tow service. No, they do not tow without calling to secure proper permission – **except if they have been advised to tow an abuser who has been notified**. (That might explain that 3:00 am sighting that was posted.)

Management wants people to report issues where R and R's are not being followed and are about the business of “bringing things up to standards.” They informed us that they are about to do some clean up of yards at owner's expense – after several notices have been sent to urge work that have been ignored. We urged some compassion here if residents are unable to do or afford.

Some issues seem to be hot buttons: use of guest parking in late hours, dogs walking on the ground in the park with unwanted results showing up in yards. Many areas of rules being broken were mentioned. People need to report them to the office. Karim says he is learning and making progress on appropriate procedures. Sublets of homes seem to be occurring, which we all know is not acceptable. This does not apply to renting a room when owner lives there, too.

Glenn then spoke to the Fifth issue of concern – **Maintenance Schedule**. We are interested in seeing the plans of COS (and Carlyle) for planned maintenance and any improvements “in the works.” We need these to be able to plan for our part in making decisions regarding any of these things. Jim seemed to say they had no specific plans right now. He did say they plan to continue street repairs. We explained that we continue

to want to get clarification of what is Maintenance and what will be a Capital Improvement Pass-through.

Beth then spoke up and did a summary of “Action Items” that have resulted from our meeting. She listed them. (They are Attachment 1.)

Lois handed them a specific list of recent “Concerns from Residents” regarding things in the park. (This is Attachment 3.) This is where some things were immediately addressed. The hoses in the car washes have been stolen two or three times. They are looking for a solution. A suggestion of a locked room that key card could open. Remotes will be tried in the Gym. We did not get an answer for other clubhouses. A table can be set up in the big room for groups to sit and talk. Other items on the list will be followed up on.

Michael then assigned Beth to work with Karim on follow-up with the Action items, and we will meet more frequently with him and the local management team –with Jim coming our scheduled four times a year.

The meeting was adjourned about 8:25 p.m.

Lois Shouse, Secretary

Attachment 1 Beth’s List of Action Items

Action items from our Meeting:

- Communicate about Staff Criteria and Personnel
- Provide a Level of Service Agreement
- Move the bulletin board w/ Energy Information
- Post emergency contact info outside of clubhouses
- Contact Newsette publishers
- Provide a maintenance schedule
- Work with Board: re Communication
- Work with Board: re parking
- Work with Board: re Directory
- Work Jointly on Enlisting Volunteers to help with Info In the park
- Follow-up on Issues on Concern List (Attachment 3)

Attachment 2

Our Five Major Areas of Concern

Major Areas of Concern for Residents

1. Staffing of Plaza del Rey

- **What sort of training do you expect or provide to the office staff?**
- **What training does the on-site Manager bring to the job?**
- **What are your Hours of accessibility for residents? How can residents reach staff outside of normal business hours for non-critical issues?**
- **How are you handling full coverage of the facility – office and outside?**
- **What are your criteria for our Outdoor needs and training of outdoor staff and security patrol staff?**
- **What are your standards to meet our Office needs?**

2. Service Level Agreement with Residents

- **What Accountability can we expect from your management?**
- **Can you provide us a standard to expect in terms of Timeliness of remediation?**
- **Can you address how you handle Critical Services that require 24-hour coverage? Beyond the Security Service Number, we need a management-responsible number to reach someone who can get a solution on a 24-hour basis.**
- **Can you provide a schedule of response times based on problem severity: i.e. power outage for entire park; major leak in pipes outside a home; street lights out; pool temperatures/cleanliness (a variety of examples).**
- **Why have the Security patrols become just for clubhouses and other park owned structures – but not up to standards always practiced for resident's comfort and security?**
- **In your opinion, what is a "Class A" park?**
- **How can residents track actions and repairs raised with the staff?**

3. Communications in the park

- **When do you plan to provide all residents with essential Management Information? i.e. what is the phone number to reach someone 24 hours a day in an emergency who has the knowledge**

and ability to handle the emergency? What will be your manor to convey this to all residents?

- **Where are you with your communication plans for the residents to “be informed”? Can you provide us with information regarding your plans to keep residents informed of change?**
- **What are your criteria for content in the Newsette?**
- **Will you consider bringing back the Directory for Residents as a valuable community contact tool?**
- **How can we arrive at “Agreed Upon Procedures” and keep the residents informed of these procedures?**
- **What is your plan to replace your desire to not continue “notes in the tubes”? (A local communication process (not your brochure you use for all your managed parks). That does not communicate for us.**

4. Rules and Regulations Compliance

- **Can you communicate your plans to have us have an on-site Manager for 24-hour coverage, as has been the norm?**
- **What are your current procedures for maintaining Parking Consistency regarding Rules and Regulations?**
- **When do you think we will have services maintained and available for use as promised?**
- **When do you think the staff will be “up to speed” and knowledgeable enough to enforce the current Rules and Regulations?**

5. Maintenance Schedule

- **Can you please provide us a copy of Carlyle’s plans and timelines?**
- **Can you provide us some criteria for Owners accountability for maintenance – for the benefit of residents satisfaction related to rental costs? What is the Homeowner’s recourse when a maintenance/service deadline has not been met?**
- **Can you provide us with what criteria you will use to get our Input on park plans to best meet mutual needs? How will you be evaluating the needs of the park ownership with the needs of the homeowners with regard to a priority list of maintenance and other facility projects?**

Attachment 3 The Specific List of Current Concerns and Needs

Immediate Concerns of Residents to be Addressed:

- No Hoses at Car Wash? This is a service that is promised to residents.
- Sightings of Tow trucks at 3:00 in the morning cruising and looking to tow when they could not observe our agreed upon rules - cannot be utilized when office is closed. Ticketing by security is action to take there.
- No place to come in and sit in the big room - Can there be a table and a few chairs up all the time as it used to be?
- Situation on closed spas in high season – reasons of dirty water as cause. Maintenance can take care of this – as it always had in the past.
- Not receiving monthly statements on time – over a rather wide range and beyond due dates. (Not the proper lead-time to pay.)
- Visitor Parking Misuse – no effort to patrol it and discourage such activity.
- Illegal parking – What happened to ticketing cars? What effort is there to identify cars of residents?
- Lack of Security patrols and thefts, as well as parking consequences.
- What happened to the remotes being in library and Gym as promised and publicized? I've checked. They do not have them. Can they be in other clubhouses?
- No follow-up by management on issues brought to them - i.e. someone living in a carport in the East Park and cars parked for hours in fire lanes?
- Management not enforcing or living up to the R and R's. **NO CONSISTENCY.**

- Office closed for 4 days in a row over holiday weekend – not acceptable in the park with all the needs
- Lack of satisfactory solutions with emergency after hours call service
- Main Door out of order over the 4-day closure and a note for people to go around to a side door (when they are bringing monthly payments). (Still a problem now) This is an example of non-remediation and non-coverage. Now, problem with doors in East Clubhouse.
- Inconsistencies and increases on utility bills (????????) These are very erratic.
- Dogs walking in park and people having evidence in their yards.
- Number of cars parked in carports – needs clarification
- Repair of the owner's Cement Wall around the park property