

pdrRA Board Meeting with the COS Management Team

January 22, 2018 6:15 p.m.

The meeting was called to order by Michael McCarthy, President, at 6:16 p.m.

Present were: Karim Manji, Jesse Underwood, Margaret Apodaca, Beth Ebben, Glenn Henshaw, Michael **McCarthy**, Eugena Marino, Lois Shouse and Sharon Thoms.

Michael gave a brief history of the formation of pdrRA and some of the actions.

Introductions were made around the table: Karim – Manager, a Lawyer, taking Mobile Home Park Mgt. Classes; Jesse – Asst. Mgr., lives on site, Realty training, taking courses; Michael – (here since 2001) owns 3 companies, realty and building business; Glenn – (here 18 mo.) Software company engineer, from Canada, community activities; Beth – (here 4 years) 25 years in local municipal government; Eugena – (here since 1992) 40 years in Corporate Finance; Margaret Apodaca – (here since 2001) Cisco Project Management, Business Analysis; Lois Shouse – (here since 2001) retired teacher, negotiation training; Sharon Thoms – (here since 1999 – built the home she is now in with her mother) several businesses, Music Training, rental properties.

Follow up questions addressed **regarding staffing** who are on site to meet needs of residents in emergencies:(Jesse and Bart Cortez, Maintenance Mgr.). Karim shared that the rest of staff: is comprised of Gloria (Office Mgr.) and Sal (Maint.) and Wayne Lara (Maint.) . There is a temp (Jamaica) currently working in the office. Another question concerned who oversees installs and pull-outs of mobile homes: several of staff cover this (Karim, Jesse, Bart), and there is State Supervision of this process and careful following of site plot plans.

Karim then reported on issues related to our last meeting in July:

- Remote controls are now available in Library and Gym. Usual problems occur with battery removal and misplacement.
- There has been follow-up on landscape violations. Site is cleaned and owner is billed after several warnings and 14-day notice.
- The same is true with parking violations. Towing is only done after several tickets and notices of violation,

In response to a question, Karim talked about the contracted **gardening service** which does the clubhouses and entrance, as well as the mandated clean-ups of sites that don't do their own, when notified. Lois questioned the merit – as compared to employees doing it. For COS, it is cost-effective in saving employee costs. Lois pointed out the **lack of ownership** of it – that employees had pride and were a presence, as well as able to do minor maintenance around the park as they were working. Residents definitely miss the general presence of management employees working around the park. There was

discussion of the rear entrance. Karim shared that bids are out to landscape the back entrance. Tasman Court is an access city street and is the responsibility of the park for landscape maintenance. They are also aware of street issues at the entry gates.

In his report, Karim did not address some issues listed as Action Items in July Minutes, so we moved to Agenda.

Old Business:

1. Clarifications of Action Items:

- Karim shared Staff Information with us. We suggest that this information be shared and clarified in a future monthly brochure
- Providing a Level of Service Agreement was not addressed.
- Moving the Bulletin Board – This has been done. More information on the Bulletin Board would be helpful.
- Posting Emergency Information outside of clubhouse has not been done, but Karim and Jesse listened to concerns and took this under consideration.
- The Newsette was addressed. **The Social Club should continue to publish it, including birthdays and comings and goings. They should allow different member groups in the park to submit information regardless of the personal feelings of members of the Social Club. The diverse residents of the Park should be able to read information valuable to them and their interests in their community. They also need to discontinue publishing the Newsette on the internet early, as this undercuts the value of the advertising. Lois will reach out to the Social Club to try to reach an arrangement. It was suggested that COS put more content in their monthly brochure pertaining to what the COS Team is working on, what the future work program is and in general demonstrate how the monthly space rents have been allocated and are being spent.** Karim feels it should stay with Social Club, although they agree all news should be in each addition. We need to find out if each park has a limit of pages???. Board view was that Newsette should be main source to communicate – and stop the COS Monthly Slick. The board especially felt the items they took from the Newsette belonged in the Newsette. Final solution seemed to be that Birthdays and Comings and Goings would go back to Newsette. Emphasis of their publication needs to be “what they do and are planning.” We suggested they report more of what they are doing, along with plans in near future – to keep the residents more informed. Support of Newsette seems to be more clarified for all of us. We will have to do some work in communicating with Social Club regarding these issues. We need to speak with them regarding

“working together more” and maintaining the worth of the Newsette because of the value of the advertisers to all our residents.

- Providing a Maintenance Schedule – **The Management is reluctant to provide one. We have reiterated that this was agreed upon in prior meetings with prior COS Staff.** We have addressed this at every meeting – with Carlyle, with Jeff and Jim – as an effort to have the residents be “informed about the maintenance of their community.” Normal, expected maintenance (sealing streets, maintaining signage, painting street lines, upkeep of carport cement, etc. should be freely available to the residents who bought homes here with such maintenance an expected service. This is not Capital Improvement. Lois asked if they had the Resurfacing Plan from the previous owners? Did they know which streets were “due up next”? We **pointed out** that Calle Gloria had the Visitor Parking words painted out of all the spaces **and asked for an explanation.** They were not aware. They will check with Bart. They did not have an explanation.
- Working with the Board to Communicate. – There is agreement that this is still needed and will yield good results. pdrRA offers to post information on our website. Management isn’t clear on ways to do this. We will continue discussions. We want to improve their comfort level around keeping the residents more informed.
- Parking: **This continues to be a “hot” topic in the Park.** Board Members brought up several specific issues related to parking **and suggestions that had been received by residents:** noisy cars of residents and guests, abuse of visitor cards. Management acknowledged and said complaints must be submitted in writing for them to take any action. Continued efforts to improve parking were discussed. They continue to want notice of daytime guests. This is in conflict with the intent of the R& R’s, though Karim felt he legally could make this change. More discussion here is needed. Difference of opinion on his interpretation. There is inconsistency with management regarding us meeting together on decisions with the R & R’s. Changes in management team can explain this. He and Jesse are open to ideas and seem to be willing to adjust rules as we clarify issues and come up with feasible ideas. Three cars are allowed to park in carports if they do not interfere with mailbox posts and utility boxes.
- PDR Directory – Management doesn’t feel it is legally feasible to publish a Directory in today’s times, but they are okay with **pram?** pursuing doing it. Michael feels this is a good step and suggests having advertising to help pay for it. Management team seems willing to cooperate in this effort, but it will be up to pdrRA to get all the permissions and build the list. This is a BIG JOB. Michael volunteered us to do this. No plans were discussed.

- Information throughout the park – Management is sending out flyers more now. Still only about work issues. We want to continue to expand their concepts around when flyers are needed. We expressed a willingness to talk to membership about help in this process – resident volunteers willing to drive the carts and deliver messages, etc. This needs to be on our Agenda to present to General Membership.
 - There was no follow-up on the attached Concerns List. (Attachment 2 in July Minutes) We will update it and bring it to the next meeting.
 - Security Cameras – **At the last meeting with COS we had a discussion regarding the installation of cameras. There is concern about cost and damage.** Discussion by Glenn and Michael indicated it could be done today very inexpensively and still provide a feeling of security and deterrent for residents and potential intruders. **They agreed to do some research and come back with possible solutions.**
 - Office Hours on Saturdays. **As Karim could not commit to staffing on Saturdays, we will bring this up with Allyson.** We feel that office hours on Saturday are strongly needed – especially with the apparent change of demographic in the park. Many residents now work full time. Also, we pointed out that the office needs to be open regularly and that 4-day week-ends of closure are not appropriate for a community of 800 sites.
2. We addressed that management is changing R & R's a bit and making new rules. Without mutual agreement. That is not okay. Discussing issues does not mean approval, and that needs to be agreed to before telling residents we agreed. Nothing was resolved, but this needs to be pursued. Also, there is no clarity around enforcement of "No dogs on the ground in the park". Must call office with specifics. On cats, again it is to report specifics. They can't catch them. Residents have to send complaints in writing. This is also true with skateboarding in the park. Sharon brought up issue of feral cats. Margaret mentioned hearing from residents about rats in park. Karim is aware. They have contacted pest control. Another issue where residents need to inform management in writing.
 3. We brought up the Garbage Can issue. They feel they addressed it. Their letter did not match the city, but we need to clarify that there is S, M, and L. The Small is bigger, but that is the Small, and the fee is correct. PDR is in compliance with the city of Sunnyvale. **Karim said the clarification was made in their monthly letter, but that he would do it again.**

New Business:

1. Speed Limit in the Park: Signs are down, the postings on the street are faded out. Posted signs used to be around the park. They were removed and never put back. There is speeding – 35-40 miles an hour. Management seemed not aware there had been signs. They will take this under advisement. Some issue of 15 miles an hour and 20 miles an hour. All postings on signs and street were 15 miles per hour. This led to discussion of Stop Signs. Many are behind bushes, have been taken down – to have markings on street, which are worn away. They will look into all of this. We mentioned that Jim had said the signs would be all higher. ?? This is maintenance of service that was “always there.” Specific mention that Uber and UPS and other delivery trucks are speeders.
2. Communication around Outages – Management said they deliver notices. We did not address any specifics regarding our expectations and hopes around this issue.
3. Access cards issued to residents. They were always given to residents. The charging of \$150 for the card seems extremely excessive. It is penalizing all for a few who might be careless with their card. Board wants this to be an item for possible renegotiation. It was suggested that there be a tiered fee schedule. Should be issued free. First replacement might be \$20 and rise from there. Karim would take under advisement. We need to discuss at next meeting. An aside from this was to learn that this Access Card also works to get into the Gym, but resident must take it to the office to be coded to access Gym (a free service). This is because resident must sign a waiver regarding physical injuries while using equipment.
4. Visitor Parking Issues - Generally, we shared the ideas we have received to help parking issues – allow tenant parking after 9:30 pm or 10:00 pm at night, with registration at office. Long discussion here (brought up by Glenn) to utilize an app on our phones that allows resident to photograph the license of their guest and register their presence. Management seemed receptive but not familiar. This will be pursued. Specifics would have to be addressed and car limits per space would have to be discussed. Users would have to be registered, with valid reasons. Security came up here. They currently take licenses and notify office. Office keeps list. We have issues with availability and response of security. Management has that under their consideration. Further work on that to be done.
5. At several points in the meeting, Michael had referred to our paper we had presented to them before – **our 5 Major Areas of Concern**. He stressed that our goal is to have these areas covered by management in keeping the residents informed and comfortable. Ultimately, we would like this kind of information out there for residents – as accountability of Management. In an effort to bring some of this essential information to residents, this was the motivation behind the presentation by Margaret of a single sheet (Attachment 1) with the need for the most vital information that addresses these five areas. It is our wish that Management fill in a sheet like this - with the appropriate information – and put it in the hands of all

residents. **We also suggested that this in the kind of information that Karim could put in their monthly letter.** It is the feeling of the Board that this would go a long way toward helping communications in the park AND would provide valuable needed information to all residents. The goal of the Board is more open communication between Carlyle, Management and pdrRA. This kind of information seems a bit uncomfortable for the management team. This will be an action item at our next meeting.

Several times in the meeting, Karim said, "I will take this up with Allyson." The information from Jim seems no longer to be on the docket. There has been no consistency with management, and the on-site management does not have the authority to "make a decision." There was a lot of, "I will discuss this with Allyson."

To prepare for our next meeting, we identify the following as business to be on the Agenda of the meeting:

Action Items for our Next Meeting with Allyson:

- **Posting Emergency Information**
- **Providing a General Plan for Park Routine Maintenance**
- **Security Cameras at three entrances**
- **Updates on Visitor Parking Procedures**
- **Overnight use of Visitor Parking**
- **Update on Parking Solutions – The App**
- **The Directory – Progress Report from pdrRA**
- **New Procedures around Access Cards**
- **Speed Limit in the Park and Signs to encourage same**
- **Meet to work in issues around R & R's**
- **Level of Service Agreement**
- **Five Areas of Concern Sheet for Residents**
- **Update on PDR website as a means of sharing information**
- **Report Back to Management from Resident Meeting Feb. 27.**

We were told we could meet with Allyson when she comes around the first of March. That will be our next meeting with Management. Karim will follow up with us to get this meeting scheduled during Allyson's visit to PDR.

Meeting adjourned at 9:15 pm.

Lois S. Shouse, Secretary of pdrRA

Attachment 1 PLAZA DEL REY SERVICES SUMMARY

