

Report on conference call meeting between HAC Advocates Committee and Management

By Bob Markley

Date of meeting: April 9, 2020

Personnel present:

Sandy Beal, HAC President
Sherrie Goldby
Bob Markley, Advocates Committee Chairman
Laura Slobojan, Area Manager, Star Management
Jesse Espinoza, Park Manager, Star Management

This meeting was held at the request of the HAC Advocates Committee, and was the first meeting since the in-person meeting of Dec. 10, 2019. This meeting was almost exactly 4 months since the previous meeting.

HAC members had a list of all the questions and answers from the Dec. 10 meeting, which I had prepared and distributed to HAC members, but not distributed to management members. The reason was that, in the past, when management had a list of questions, they provided written answers instead of participating in a meeting. I will see if that can be avoided in the future.

As the meeting progressed, it became clear that management participants from the previous meeting had not reported meeting results (questions or answers) to current management.

Here are the questions and answers that:

- Were not on the agenda for the Dec. 10 meeting, or
- Where it appears that management has done something since the previous meeting:

Question:) What is the status of water meter installations?

Answer: Management has a contract with a General Contractor for a professional plumber to install the water meters. Installation will continue until all have been done.

Question:) How much will the monthly rent be reduced, in accordance with state law (MRL)?

Answer: The calculation needs to be done. It is unknown if all homeowners will get the same reduction.

Question:) What has been done about the water runoff from the solar panels running onto the space 168 lot and under the home there? (A complaint had been filed about this with management in December, 2019 and Sherrie reported that there were other spaces with the same problem.)

Answer: Management knew nothing about this but will check into it.

Question:) When will the damaged wall at the El Camino Real park entrance be repaired? It was damaged around Christmas, 2019.

Answer: Management is getting bids for this repair.

Question:) When will the wall on Fredericks Street, near space no. 112, be repaired to prevent vandals from entering the park?

Answer: Management is getting bids for this repair.

Question:) When will the chain link fence over the ditch next to space no. 108 be repaired?

Answer: Management knew nothing about this, but will look into it.

Question:) When will the “STOP” signs painted on the road surface be repainted to be readable?

Answer: Management will get this on their project list.

Question:) When will the severely uneven parts of the main driveway be repaired?

Answer: Management has an approved bid. Work will depend on the weather.

Question:) Can we have street lights installed on the spur off the main driveway (that goes to Los Arbolitos)?

Answer: Management will look into this.

Question:) There are several homeowners who have complained about unsafe and uneven driveways on their lots. When will management start repairing them?

Answer: Management will look into this.

Question:) There have been times when it is impossible to speak with a live management person on the telephone during normal business hours. Callers are routed to an answering machine. Can this be corrected?

Answer: Management will look into people not replying to voice mail, and how phone calls are routed, and will continue to look into calls not being returned.

Question:) When a homeowner wishes to sell her/his home, the list of repairs, etc. required by management is often excessive and expensive. Can the list be kept down to a reasonable level?

Answer: Management will look into this.

Question:) The park is required to provide a copy of the MRL to any homeowner who requests it, but has failed to do so, so far. When are they going to comply with state law on this subject?

Answer: Management will check into this.

Question:) On Dec. 10, 2019 Diane Hanson asked Management to review the Evacuation Plan. Has this been done?

Answer: Management did not know, and will look into this.