

## **City Lights Citizen SRO Advisory Committee Meeting Minutes December 3, 2009**

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**Meeting Called to Order:** Meeting called to order at 4:00 p.m.

**Members Present:** William McGarvey III, Glenna Axe, Gayle Berggren,

**Members Absent:** Vacant Developer-Appointed Position, Paul Andresen

**Staff Present:** Linda R. Morad, Housing Programs Supervisor  
Steve Alvarado, HCR Inspector  
Kim Radding, Clerical Assistant III

**Project Management:** Brenda Ruiz, Regional Manager, Solari Enterprises, Inc.  
Michael Gallegos, On-site Manager, Fullerton City Lights SRO  
Rishi Dhurandar, Assistant Asset Manager, ADI, Inc.

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### **A. Call to Order and Roll Call**

Chairman McGarvey called the meeting to order and confirmed that a quorum was present.

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### **B. Approval of Minutes**

A MOTION was made by Member Axe to APPROVE the Minutes of October 1, 2009 as written. The MOTION was SECONDED by Member Berggren and CARRIED unanimously by the members present.

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### **C. Discussion of Work Program/Activities**

#### **1. City Staff Report**

Inspector Alvarado provided an update on the status of several items listed for correction in his report of the site inspection conducted in October. The built-in barbeque located in the courtyard community area has been fitted with a new gas unit. However, the residents must check out the propane canister from the office and they are unable to do so when the office is closed during the weekend.

Chairman McGarvey asked property management staff to describe the current policy for using the barbeque. Mr. Dhurandar responded that on site management staff is trying to work out an efficient way of monitoring the propane use so that residents are held responsible to check out and return the canister and accountable for any damage or misuse. A discussion of potential options followed.

Inspector Alvarado continued with his update, stating that the security key pad had not yet been upgraded to allow for changes in access codes. Mr. Dhurandar advised that ADI declined to approve the initial bid received and is continuing to seek additional bids to replace the entry access system. Ms. Ruiz remarked that only one bid had been received to date. Mr. Dhurandar assured the Committee that the system will be upgraded or replaced by the first of the year (January, 2010).

Inspector Alvarado commented that the building has not been maintained in first class condition as specified by the Owner Participation Agreement. Specifically noting that the exterior walls inside the courtyard continue to show cracking and require paint. (This area was not included in the exterior work that was completed on the outer walls.) The first floor common areas are in overall deteriorated condition; notably soiled upholstery, dirty walls and stained carpeting. He observed that the delay in upgrading the security system has continued to allow non-residents to enter the building and increased undue wear-and-tear on the accessible areas. Mr. Dhurandar stated that the seating in the lobby area is fitted with slip-covers that can be replaced. The slip covers were installed approximately one year ago.

Chairman McGarvey requested that the semi-annual inspection reports and any reports resulting from follow-up inspections be copied to Committee members. Inspector Alvarado concurred and added that the next site inspection will take place on December 16.

## **2. Emergency Response**

Ms. Radding reviewed the response report. The number of calls for service to Police has declined since peak periods that were experienced during the months of March and May. However, the call volume remains higher than 2008 levels and is largely attributable to disturbance of the peace issues. The Fire Department responses remain lower than average.

## **D. New Property Management**

Ms. Morad explained that ADI, Inc. has submitted a request to approve Barker Management to replace Solari Enterprises, Inc. as the property management entity responsible for the Fullerton City Lights SRO. Staff conducted a minimal background review and drive-by inspections of other properties overseen by Barker Management. Ms. Morad requested that Mr. Dhurandar make arrangements to facilitate an interior site inspection of a facility. However, such inspection does not need to take place prior to ADI finalizing their contract for services with Barker Management. The change in property management is anticipated to take place effective January 1, 2010.

Mr. Dhurandar stated that the change in management may not affect all of the property management and maintenance personnel currently on site. A discussion of staff performance was conducted and it was determined that individual performance evaluations should be a factor in determining the future placement of staff. Member Berggren suggested that this transitional period is a favorable opportunity for residents to provide written feedback on staff performance and other suggestions they may wish to voice to the incoming management company.

In behalf of the Committee, Chairman McGarvey expressed appreciation for the positive working relationship that has existed with Solari Enterprises staff as they have interacted with the Committee over the years and wished the departing representatives well.

## **E. Public Comments**

SRO Resident Susan Wright voiced her opinion that the office staff on site does not behave in a professional manner. She suggested that the new property management company should consider providing additional training if this staff is to remain. Ms. Wright reiterated the need for an upgraded key pad system, explaining that the security of the residents has been severely comprised by the easy access of non-residents, homeless and un-identified visitors. She restated the importance of enforcing a sign-in policy that requires all visitors to be escorted by residents. Ms. Wright offered high praise of the maintenance staff for their caring and knowledgeable response. But, she felt that additional maintenance staff should be added in order to provide the level of upkeep needed in the building; especially in the heavily utilized common areas.

Resident Mildred Zeleznik inquired about how her rent is calculated. Due to the confidential nature of her inquiry, specifics were not shared. Ms. Zeleznik was referred to contact the Fair Housing Council of Orange County for further assistance. She then inquired about a referral bonus offered by Solari Enterprises. Ms. Ruiz agreed to address this inquiry after the meeting.

Resident Delvin Munshower addressed the Committee with concern about individuals with criminal background being allowed to be present in the building. He felt that in order to ensure a safe environment it is necessary to screen potential tenants for criminal history. The screening process was discussed and Ms. Ruiz confirmed that credit and criminal checks are run on all applicants.

She stated that building policy does allow for overnight guests with the proper notification to the manager. However, management is not able to restrict persons with potential criminal background from entering the premises as visitors or overnight guests. Any active criminal activity must be handled as a Police matter.

During further discussion pertaining to overall building security, Mr. Dhurandar explained that the new security access system being considered features the capacity to assign unique access codes for each resident, which can be removed from the system when the resident moves.

**F. Future Meetings – 2010 Meeting Schedule**

The next meeting will be conducted on Thursday, February 4, 2010. A regular schedule of semi-monthly meetings will continue throughout 2010. Meetings are conducted at 4:00 p.m. on the first Thursday of alternate months (February, April, June, August, October, and December).

**G. Adjournment**

With no further business, Member Axe proposed a MOTION to adjourn, SECONDED BY Member Berggren. The meeting was adjourned at 4:55 p.m.

RESPECTFULLY SUBMITTED,

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KIM RADDING  
CLERICAL ASSISTANT III