City Lights Citizen SRO Advisory Committee Meeting Minutes December 7, 2006

Meeting Called to Order: Meeting called to order at 4:00 P.M.

Members Present: William McGarvey III, Paul Andresen, Glenna Axe, Sunbie Harrell,

Carolyn Johnson

Members Absent: None

Staff Present: Linda R. Morad, Housing Programs Supervisor

Sylvia M. Chavez, Housing Programs Assistant

Steve Alvarado, HCD Inspector Kim Husereau, Clerical Assistant III

Project Management: Donna Hayden, Regional Manager, Solari Enterprises, Inc.

Rocky Mustafa, Community Administrator, Solari Enterprises, Inc.

A. Roll Call

Chairman McGarvey called the meeting to order, conducted a brief roll call and confirmed that a quorum was present.

B. Approval of Minutes

A MOTION was made by Member Axe to APPROVE the Minutes of October 5, 2006 as written. The MOTION was SECONDED by Member Johnson, and CARRIED unanimously by the Members present.

C. Discussion of Work Program/Activities

1. Report on Quarterly Inspections / City Staff Report

HCD Inspector Steve Alvarado reported that he conducted a semi-annual inspection of the *Fullerton City Lights SRO* on November 8 & 9, 2006. Various items requiring correction were observed, including many wear-and-tear items. There continue to be issues with heater/AC units that require repair and/or replacement. In some cases these are units that have been previously repaired. The security gate (25 foot wide overhead door) to the underground parking area is still broken and continues to be held open with a rope. Mr. Alvarado is aware that several complaints have been filed regarding vandalism to vehicles and persons loitering in the unsecured parking area.

Chairman McGarvey asked if there were any outstanding heater/AC repairs. Mr. Alvarado clarified that repairs were in progress on all non-working heater/AC units with the exception of one for which the replacement remained pending in unit #333. Ms. Hayden interjected that Solari Enterprises was in the process of purchasing a portable heater that would be made available to residents as a back-up in the event that their heater failed. Mr. Alvarado cautioned that portable heating units must be strictly used only as a temporary measure while repairs are in progress. He expressed concern that portable heaters pose additional safety concerns if not properly monitored.

Ms. Morad offered additional comment regarding the broken overhead security gate. She advised that a letter sent to ADI on November 15th addressing the health and safety problems posed by the lack of security in the parking area and requesting that immediate action be taken to address the matter. Potentially a new motor could be installed or a re-design of the door itself may be necessary. However, as of November 22 no action has been taken or communicated to Ms. Morad. Thus, she is now drafting a letter for signature by Rob Zur Schmiede (Director of Redevelopment) advising ADI of default and directing the matter to legal counsel in order to proceed with default procedure and rectify this open issue.

** (4:10 PM) Paul Andresen, SRO Committee Member, joined the meeting at this time. A recap of the conversation in progress was provided by Chairman McGarvey.

Chairman McGarvey then requested the Committee Members to determine their inspection schedule for January. Following discussion of member availability, it was determined that inspections will take place on January 9, 10 and 11, 2007. Solari Enterprises will provide staff on site to accompany the Committee Members during their inspections.

2. Emergency Reponses

Ms. Morad reviewed the statistics displayed on the monthly activity chart. No exceptional activity was noted.

Ms. Hayden advised the Committee that a contract was recently signed facilitating a security company to be on site daily from 10:00 PM to 6:00 AM. The security guard will require persons entering the building to sign-in. They will also make regular checks of the underground parking area. The Fullerton Police Department has been made aware that a security guard will be on site.

D. Next Meeting

No deviation from the established meeting calendar. The next Committee Meeting will be held on Thursday, February 1, 2007.

E. Public Comments

Chairman McGarvey welcomed members of the public and reviewed protocol to insure that all individuals wishing to speak were given fair and equitable time to make comment. He also reviewed the role of the Committee in oversight of the Fullerton City Lights SRO facility.

Ms. Morad advised that topics introduced during the Public Comment portion of the meeting would be taken under submission by the Committee, but may not be voted upon until placed on a future agenda.

Randy Paulson (Unit 201) stated that he chose to attend this meeting because he was upset about an incident that involved a neighbor. She had inadvertently locked herself out of her apartment and when she phoned the emergency number she was told that no one would be responding to assist her with re-entry. As a result she had to remain in the lobby and had no access to her medication. Mr. Paulson submitted a written statement from this resident recounting the incident.

Continuing, Mr. Paulson described a potential electrical problem that he observed on the east side of the building (facing Lemon Avenue) on the second and third floors. On several occasions he has noticed a strong "hot" electrical aroma that has led him to believe the breakers were overloaded. Mr. Paulson added that several units share a breaker and the breaker on that side of the building is often thrown. Lastly, Mr. Paulson stated that he had been ill for three months and he learned that there was mold in the air conditioning unit in his apartment that he feels may have contributed to his illness. He is concerned that other units may also have a mold problem that as of yet has been undetected.

Susan Garfield Wright (Unit 334) introduced herself as a tenant in residence over three years at the SRO. Ms. Wright stated that she was speaking on behalf of the SRO staff because she felt that there was not a spirit of co-operation between management and the staff that is on site to assist the tenants. Ms. Wright felt disturbed by the manner in which the Community Administrator

has been treating staff and residents. She feels that the tenants deserve a higher level of respect than that which has been demonstrated by the Community Administrator.

Ms. Wright elaborated that she maintains a great deal of respect for the program and the role of the SRO Committee. However, she feels that the on-site staff, particularly maintenance staff, is over-worked. In her opinion there should be more than one Maintenance employee in order to alleviate the twenty-four demand that is currently placed upon the one maintenance employee currently on staff.

Larry Vanroekel (Unit 129) is a seven year resident and shared information regarding a plumbing problem in his unit that has re-occurred seasonally every October through December for the last three to four years. Mr. Vanroekel expressed his dissatisfaction that the annual sewage back up that comes through his sink drain has not been rectified and that he has not been reimbursed for damage to his personal property in past years.

Chairman McGarvey asked Mr. Vanroekel if he had submitted any forms specific to the loss he had incurred. Mr. Vanroekel responded that he was unaware of a form available to him, other than the Work Order required to make the plumbing repairs.

Larry Larragoitiy (Unit 332) acknowledged improvements have occurred during his seven years of residency. However, he noted his concern that management recently began allowing non-residents to sleep in the common areas such as the TV Room. He remarked that he was in favor of the on-site security guard helping to eliminate this problem.

Marcelo Vidaurra (Unit 323) stated that he has lived at the SRO for over four years, but has recently become very unhappy with the general cleanliness of the shared areas and hallways. Mr. Vidaurra shared his perspective that on-site management may need to become less personally involved with individual tenant issues in order to focus on the broader priorities that affect the overall residential community; such as on-going building maintenance. Mr. Vidaurra also stated his concern for the quality of the drinking water in the building, sighting that his tap water was cloudy and distasteful. He further noted that building security could be greatly enhanced if the in-house security camera systems, already in place, were activated and tape recorded.

Chairman McGarvey, addressing the tenants present, advised that written complaints, concerns and suggestions can be submitted for the Committee's consideration at any time.

Ms. Wright requested rebuttal to Mr. Vidaurra's statement and stated that she feels the SRO is seen as a place that people in need can come to feel safe. In her opinion, the atmosphere should be one that includes compassion and recognition that residents in this unique community are often in need of a certain amount of caretaking. Ms. Wright suggested that the oversight of a Social Worker should be considered.

Richard Dwyer (Unit 335) introduced himself as having had prior property management experience. Mr. Dwyer, a four year resident at the SRO, stated that he felt there had been a high turnover of under-qualified individuals hired to manage the facility. Mr. Dwyer added that although the Community Administrator had only been working in the office for a few days, he seemed very promising. He summarized his observations by stating that in order to address all the property management issues concerning the SRO it will be necessary for all on-site staff to work full time hours in order to operate the facility efficiently without becoming overwhelmed.

Chairman McGarvey addressed the group of residents present and asked for a show of hands indicating those who felt the addition of an on-site security guard was a favorable undertaking. All present responded by unanimously raising their hands in support of the idea.

Jodie Lacey (Unit 227) complained that her room had not been properly cleaned prior to her move-in one year ago. Ms. Lacey stated that there was evidence that a prior tenant had been a tobacco smoker and she has been unable to clean residue from the walls. She would like the room to be cleaned and painted.

Mr. Vidaurra commented that he was in agreement with the addition of a security guard, but felt that the building security would be enhanced by restoring the non-working security camera system.

Mr. Larragoitiy wondered why management does not conduct more thorough background checks on prospective tenants.

Ms. Wright remarked that she would like to see a greater spirit of co-operation restored in order to address all the needs of the staff as well as the residents. She feels that periodic meetings are a good way to facilitate improvements. She also noted that on-site staff may need to be allowed a greater budget in order to properly address the issues.

Mr. Vidaurra suggested that the office and maintenance staff often take the brunt of the frustration harbored by the residents when they must acquire approval from the building owner (ADI) in order to take steps to correct a problem. He observed that staff needs a greater amount of cooperation and support from ADI in order to be successful with addressing the property management issues on site.

Ms. Wright suggested that a Case Manager or Social Worker could be contacted to work with staff in cases where individuals may need to be relocated.

Chairman McGarvey thanked everyone in attendance for their willingness to attend this meeting and share their concerns openly in this forum. He requested that written documentation of concerns is a meaningful and effective way of resolving problems. Chairman McGarvey explained that it was not appropriate for the representatives of Solari Enterprises present to address complaints during the meeting. He added that all complaints and suggestions had been duly noted during the course of this meeting and reminded the tenants in attendance of their rights to seek assistance through the Fair Housing Council of Orange County. A calendar of the 2007 Meeting Schedule for the City Lights Citizen Advisory Committee was discussed and distributed.

Mr. Morad interjected that she had received numerous telephone calls from other tenants that were not in attendance at this meeting. She stated that complaints voiced during these telephone contacts were similar in nature to those expressed during the Public Comment portion of the meeting. She shared that some individuals had chosen not to attend due to their fear that their actions would result in eviction. Ms. Morad re-iterated the rights of tenants with regard to eviction.

Ms. Lynn Polozi (Unit 320) arrived late in the meeting and requested to state her concerns. She advised the Committee that she was in attendance as a representative of the Tenant Association at the Fullerton City Lights SRO and that she had been in contact with the Fair Housing Council prior to the meeting. Ms. Polozi stated she was experiencing frequent and intermittent loss of her phone line and on-line access. She continued by stating that she had personally observed incidents of intimidation on the part of the Community Administrator.

Mr. Patrick McGee (Unit 123) shared his gratitude with the Committee, stating that he was very happy to finally have a place of his own to live and he hopes not to lose it. He was very grateful to the staff for helping him to establish himself at the SRO and he feels that everyone in the office and maintenance staff works very hard at their jobs.

Meeting Adjourned:	With no further business, Member Harrell MOVED that the meeting be adjourned, Member Axe SECONDED the MOTION. Chairman
	McGarvey adjourned the meeting at 5:10 PM.