

UMKC
Neighborhood Advisory Council
November 2, 2016
6:00 p.m. – 7:30 p.m.
Facilitated by Bruce A Chladny

NAC Members in Attendance

Kathleen Arthur
Les Cline
Pat Gallagher
Doug Ghertner
Renee Neades
Jason Pryor
Jim Wanser

NAC Members Not in Attendance

Martha Hogerty
Ben Randall
Terry Rodeghier

UMKC Staff in Attendance

Michael Bongartz
Dee Evans
Troy Lillebo
Sharon Lindenbaum
John Martellaro
Angela McDonald
Navya Sane
Bob Simmons
Dr. Jeff Traiger

Public in Attendance

James Huss (UMKC Homes – Cohen Esrey)
Ryan Huffman, Cohen Esrey
Kristen Doppelt, Cohen Esrey

Meeting Convened at 6:05 pm

The meeting was held in the UMKC Homes Real Estate office. The office is similar to many of the UMKC Homes in the neighborhood. NAC members took the opportunity to take a walk through of the home prior to the meeting.

1. Welcome and Introductions

Facilitator Bruce Chladny welcomed the Neighborhood Advisory Council (NAC) members. All in attendance introduced themselves.

2. Consent Agenda

The Consent agenda is different from the one posted on the website. Changes include moving the Residential Real Estate Quarterly Report and FY 2017 Budget to New Business.

The Campus police report reflected no incidents. Kathleen Arthur questioned the report of the gun incident that occurred. Chief Bongartz reported that this incident did not occur on campus and the media reporting was not accurate. This occurrence was handled by KCPD.

A motion to accept the Consent Agenda as presented was made by Jason Pryor. The motion was second by Doug Ghertner. The motion was approved and the Consent Agenda was accepted by the NAC members.

3. Old Business

There was no old business to discuss.

4. New Business

Bob Simmons gave a brief context of the neighborhood engagement over the last 11 years. He noted that Cohen Esrey was selected as the property managers for UMKC Homes with neighborhood input and that Les Cline, along with others, served on a Property, Landscaping and Signage subcommittee that helped set a consistent and consensus standard for exterior improvements. Bob introduced the Cohen Esrey staff present at the meeting: Ryan Huffman, Chief Financial Officer; James Huss, Property Manager; and Kristen Doppelt, Regional Manager. Angela McDonald is the UMKC Manager for Real Estate and Mail Services. Bob asked Ryan and Kristen to walk through the FY 2017 Budget. Kristen reviewed both revenue and expense line items and offered the following clarifications to questions asked:

- The FY2017 Budget shows continued growth in revenue over the FY2016 Budget and Actual. The FY 2016 revenue budget was \$2,127, 930 and the actual was \$2,490,478. This performance was due to adjusting homes to market rate rent as new tenants rent or renew. James reported that the market rates were raised according to specific types of homes based on # bedrooms and information obtained from several industry metrics. Cohen Esrey also evaluates vacancies as they look at rates. Currently, 23 of the 159 units are vacant.
- The FY2017 Budget shows modest increases in operating expenses over the FY2016 Budget and Actual. Kristen defined and clarified the expenses in each line item.
- The FY2017 Budget shows a significant increase in the Physical Repairs (Replacement Reserve Eligible over the FY2016 budget and Actual. Kristen clarified that these are significant capital repair expenses for the homes.

Navya Sane, NAC student representative asked a number of questions about the UMKC Homes operations in general and specifically about the events last year around the closure of the two six-plex apartment buildings at 5310 and 5312 Rockhill Road.

General Questions:

- About how long is the turnaround time to rent a unit when it becomes vacant? James reported it depends on the condition of the property and whether or not it needs major repairs.
- Why would some students not receive deposit checks that are due to them? Ryan stated that students were sent deposit checks mailed from the corporate office to the last address that they have on file for the renter. Due to lack of updated addresses and contact information on file, not all students receive those deposits. The check gets returned to the corporate office and efforts are made to find a current address, but some can't be tracked to resend. James asked Navya's assistance to relay this information to the students to update their address so that checks could be received.
- How do students report repairs? James indicated that students receive information when they move in that explains how to report concerns that includes contact information. This is in addition to a detailed review of their lease. UMKC Homes has also recently added texting as a method to report repairs and concerns.

5310 and 5312 Rockhill Apartments:

- Navya expressed concern that that students were asked to evacuate their apartments with only a 2 hour notice without being given any options for accommodation. Bob explained that the sewer lines in those buildings collapsed and that emergency repairs were required. Since the lines serve all apartments, the full buildings had to be evacuated as no water or sewer service was available, which posed a significant health risk.
- Navya expressed concern that it effected the students with a few months left on their lease. James reported that the sewer line related evacuations were in force for about 8 days for the second building as that line collapsed while repairing the line for the first building. Accommodations were offered to the students, but most chose to stay with friends. James indicated that students were not compensated for these relocations.
- Navya's main concern was that she felt that UMKC Homes did not accommodate students in this event and that students had complained about repairs needed. James reported that during the repairs a full walk through of the properties occur daily for safety and security, as well as to allow students to pick up mail.

It was recommended, and Bob committed to Navya and the NAC members, that there will be a follow up to the issues with UMKC Homes, UMKC Administration, UMKC Student Affairs and UMKC student leadership to find a more regular method for reporting concerns and resolving student tenant issues. Bob also noted that students have several advocates on campus such as Student Affairs and Angela McDonald. This would not be the case with other landlord situations when students live elsewhere in the city.

NAC Members Comments

NAC members recommended a tenant association meeting might be a good start. Members also questioned if there was a move in packet when students lease. James reported that there are such documents. Renee Neades recommended developing something that talks about how to live in an apartment or house. UMKC will share a copy of the UMKC Homes move-in materials with the NAC. Jason duly noted the increase investment in the physical repairs budget was highly appreciated, but asked where the net income gets reinvested. Ryan remarked that the Trustees net income is invested in student scholarships and maintenance of the properties. The Curator's net profit is used to purchase

homes from Trustees on a regular basis or to purchase homes not owned by the Trustees or the Curators within the UMKC Planning Boundaries.

Jason asked if sufficient funds were now budgeted for physical repairs. Bob responded that we feel that a sufficient increase of dollars are now being put back into the maintenance of the homes. The current budget reflects the updated five-year capital plan and these investments have allowed UMKC Homes to increase rents to allow continued improvements like those recommended by the Property, Landscaping and Signage subcommittee.

Renee questioned as to whether the university might use the net income to reduce rents for more affordable housing. Bob stated that UMKC Homes is not the only option for our students and that they have a number of less expensive options. In addition to UMKC Homes, students can live in suite-style resident halls (Oak Hall and Johnson Hall), individual student apartments (Oak Place and Hospital Hill), or in the community. Sharon Lindenbaum also mentioned that UMKC Homes are options for faculty, staff and non-UMKC affiliated residents. Jim Wanser asked about the standards of the homes for historical preservations. Bob responded that UMKC Homes must manage with limited resources and that the first priority in the neighborhood was safety. An example of those priorities would be that several existing clay tile roofs have been replace with a premier asphalt/ slate-like material which is similar to other homes within the neighborhood, but significantly less expensive than clay tiles roofs. Les Cline stated it has always been a concern from the neighborhood and that UMKC Homes had responded to such and shared the example of restoring a architecturally significant railing that was not replaced by “Home Depot” type material. He hope that continues in the future.

Jason asked that the committee receive notification when homes are being purchased.

5. Public Comment

There were no public comments

6. Announcements

- Angela McDonald shared that the 3rd Annual Neighborhood Clean Up Event will be in April 2017, with a planning meeting scheduled on November 15th.

- Jason announced that additional street closures will occur at 51st and Brookside due to storm sewer work to be done through the city to address overflows from storm sewer inlets at that intersection.

7. Continued Discussion

Kathleen asked the group to consider going to bi-monthly meetings. She also expressed concerns about not having easy access to the website. Dee explained that using a search tool will help populate the site. If this does not occur fast enough, we will see how communications can assist. Meeting notes prior to July 2016 will be posted on the website resource tab.

Jason had concerns about what UMKC does for identifying registered sex offenders. Chief Bongartz reported that in 2000 the university started receiving a list of registered sex offenders that work at or attend UMKC. There is no action taken on these individuals and they would only have restrictions if they are on probation. . Bruce followed up by asking for suggestions for meeting topics and the need to meet monthly. Jason recommended that an established standard should be developed for calling a meeting in between the regular NAC meeting. An example would be that a request of 50% NAC members could call a meeting and UMKC would have same opportunity with an appropriate notice, such as 2 weeks.

Bob mentioned that he planned to report at the December meeting on the selection of Plaster Free Enterprise Center Design/Build proposal, which he could do through email communication. Since a decision on the selection had been made members preferred to meet in December to discuss.

Doug Ghertner suggested that the members consider not meeting in January and start in February. Bruce recommended that the members think about this for further discussion in the December meeting.

The next meeting is December 7th.

Meeting adjourned 7:45 pm

Submitted by Dee Evans