ICHA
Irvine Campus
Housing Authority

University Hills Property Care & Maintenance Program FAQs

The questions and answers below combine questions that came up during the July 16th, 2026, community meeting with questions the Homeowner's Representative Board (HRB) have received from residents. If you would like to start communication about your specific situation, or you have additional questions about the program, we're happy to help. Please contact ICHA at: myhome@icha.uci.edu.

Q: What is the Property Care & Maintenance Program? This program helps homeowners maintain their homes to avoid expensive deferred maintenance and to ensure that University Hills continues to be an attractive option for incoming faculty and staff to come to UCI. The program begins in January 2027, when a third-party inspector on behalf of and contracted by ICHA will begin visual inspections of *the exterior* of all ownership homes. Inspections will identify the following conditions that do not follow the University Hills Property Use & Maintenance Regulations (PUMR), initially focusing on Priority 1:

Priority 1: The Home

Category	What to Look For
Exterior Surfaces	Peeling, chipped or faded paint, cracked stucco, rotting wood, bent garage door
Roofing	Damaged or missing roof tiles, damaged rain gutters

Priority 2: The Yard

Category	What to Look For
Fencing	Broken, leaning or rotted posts or panels
Mailboxes	Leaning posts, damaged boxes, rust, peeling paint
Landscaping	**Section 3.26:** Maintain the seeding, watering, and mowing of all lawns; and (iii) the pruning and trimming of all trees, hedges, and shrubbery so that they do not obstruct the view of street traffic by motorists or pedestrians.

Priority 3: The Rest

Category	What to Look For
Outside Storage	**Section 3.18:** Outside storage of personal property shall not be allowed on any Parcel or in any Structure located thereon unless screened by enclosures, fences, or other devices for which plans and specifications have been approved by the HRB.
Solid Waste	**Section 3.03:** Containers shall be screened or otherwise handled in a manner which may be set forth in the Architectural Guidelines. Guidelines relating to the type of containers permitted, the manner of storage, and the place of pick-up may also be included in the AG.

Excessive debris	**Section 3.24:** No Homeowner shall permit any condition to exist on his Parcel which shall induce, breed, or harbor infectious plant diseases or noxious insects or vermin.
Window coverings	**Section 3.21:** Windows in any Structure on any Parcel may be covered only by drapes, shades, blinds, or shutters and may not be painted or covered by aluminum foil, cardboard, or any other material prohibited by the HRB in the Architectural Guidelines.
Inoperable vehicle storage	**Section 3.15:** The HRB shall have the right to regulate the overnight parking of motor vehicles on streets within the Leasehold Property, as well as the parking or storage of any boat, trailer, recreational vehicle, camper, motorhome, truck, commercial vehicle, or any other vehicle too large to fit in a normal residential garage.

**Unless otherwise noted, the maintenance of listed items falls under Section 3.26 of the Property Use & Maintenance Regulations (PUMR): "Home Owner shall keep and maintain each Parcel and Structure owned by him, as well as all landscaping located thereon, in good condition and repair, including but not limited to (i) the repairing and painting (or other appropriate external care) of all Structures.*

**The items above represent a partial list of the most commonly found issues. Additional areas of focus may come up during routine inspections.*

After identifying a home with these conditions present, the inspector will create a report and communicate it to ICHA staff. ICHA will share the report with the HRB and then send a courtesy notice listing the repair items, contact information, and contractor list to the homeowner. After 30 days, a second notice will be sent to check in on status and provide resources if necessary.

After another 30 days, if repairs are not made and there is no contact from the homeowner, ICHA will send a final notice including a start date for corrective action — in which ICHA will complete the repair and charge the homeowner for the work — and a reimbursement estimate. (Homeowners will have 90 days in total to comply).

Again, ICHA's goal is to work with the homeowners, therefore we expanded the stated Property Use and Maintenance Regulations timeframe (as noted in Section 6.01 of the PUMR) from 30 days to 90 days to allow additional time.

In the event of ICHA's involvement, ICHA will act as a "navigator" through the process, providing homeowners with resources. ICHA will take into consideration extenuating circumstances regarding timelines on a case-by-case basis.

Q: If the focus of this program is deferred home maintenance, why are aesthetic issues like excessive clutter and debris and visible waste bins part of the review?

The initial rollout of the program in January 2027 focuses on the exterior structure of homes (see chart above). As the program continues, issues under Priority 2: The Yard and Priority 3: The Rest will be inspected according to the PUMR and Architectural Guideline rules.

Q: How will notices be sent to homeowners identified as having deferred maintenance? These will be sent to the email addresses we have on file, and the final notice will also be mailed. We work with homeowners all the time who are on leave or on sabbatical, so we completely understand that process.

Q: What is the purpose of the Property Care & Maintenance Program?

The purpose is to motivate homeowners to follow the Property Use and Maintenance Regulations (PUMR) requirement to maintain their home and yard in "good condition and repair." University Hills is entering its 43rd year as UCI's academic community-in-residence, providing attainable housing for eligible full-time employees. As the community ages, homes begin to require ongoing maintenance to keep them in good condition. Most University Hills homeowners do maintain their homes, but in cases when this routine maintenance is deferred, problems worsen and repairs end up costing more. In this scenario, homeowners may face a list of repair requests at the time of sale.

Deferred maintenance is beginning to impact potential University Hills residents as well. Newly recruited and incoming faculty and staff are increasingly confronting available resale homes with substantial deferred maintenance. In some cases, new recruits are declining opportunities to purchase in University Hills because of the high cost of necessary repairs. Helping homeowners take care of maintenance issues well before they sell also helps UCI's ability to recruit and retain faculty and staff.

Q: How can homeowners find a contractor? You can access the list on the ICHA website at https://icha.uci.edu/home-improvements/property-care-maintenance-program/. Homeowners would be responsible for checking to see if contractors are licensed/insured at the time of hiring them if they find it necessary. Also check the home maintenance guide and calendar here.

Q: If we want to do some maintenance proactively, can we still use the vendors and contractors on ICHA's list? Absolutely. People call us every day, and they ask for those vendors. Again, they're optional. We understand that it's hard to find a qualified vendor and obtain bids. That's part of the time-consuming process when you need to repair your house, and so we're just trying to help.

Q: Can groups of residents get together and negotiate discounts from contractors on exterior projects such as painting? ICHA and the HRB fully support and would like to assist in these group initiatives, like OC Go Solar. If there are a group of homes that need painting or shared fencing and so forth, we will partner to locate recommended contractors and vendors.

Q: What authority does ICHA have under the Ground Sublease and Property Use & Maintenance Regulations to implement the Property Care & Maintenance Program? Homeowners in University Hills are required to maintain their home and property according to the Property Use and Maintenance Regulations (PUMR), Architectural Guidelines (AG) and Ground Sublease (GSL) all homeowners sign when they purchase a home in University Hills. Please see sections 3 and 6 of the PUMR.

Q: Has the ground lease changed over time since ICHA began? Not regarding maintenance. So, again, if you want to see your individualized ground sublease that you signed at the time of purchase, we have it on file and we can share that with you. Please reach out to the Sales team for a copy at Sales@icha.uci.edu or (949) 824-7345.

Q: What authority does ICHA have to repair issues and then bill a resident?
This authority is outlined in Section 6 of the PUMR, which is an exhibit to the GSL that you received at the time of purchase. You would have signed it. If anyone would like to get a copy of their ground sublease, we can provide the one that you did sign. Our goal is to avoid this scenario. However, it is important to present a full picture of what can happen based on the documents signed upon purchase. If you have questions, the ICHA team is here to answer them. Please use the contact page here.

Q: Under what circumstances could ICHA undertake repairs and charge a homeowner?
It is the intent of this program that the homeowner makes and pays for the necessary repairs and maintenance. Those receiving a notice should quickly identify steps to remedy the infraction. If the infraction

is not fixed after the final notice, abatement of the infraction will be coordinated by ICHA staff who will use quality, licensed, and insured vendors. The work, fees, and overhead will be charged to the homeowner, which will result in a higher fee for the homeowner than if they contracted the work directly.

Q: Who will be performing exterior inspections and how will that work? The inspections will be conducted by Willdan, a professional company specializing in municipal site inspections, building and safety compliance, and code enforcement. Willdan is a longtime trusted partner of ICHA's and currently performs permitting, plan check and inspections for home improvements in University Hills on behalf of UCI. A Willdan inspector will walk or drive the streets in University Hills for approximately two days per month. The inspection dates and times will not be announced in advance. The Willdan inspector's goal is to identify conditions listed under Priority 1 above and to report them to ICHA staff. In 2028, this will expand to categories that include Priority 2 and 3.

Q: Would inspectors be able to enter the yard or property? No. Inspections will be made from the sidewalk or street in the inspection process. Inspectors will not access backyards.

Q: How will roofs be inspected? Visually. They will not be using drones. It's just someone walking or driving down your street looking for items that can be seen from the ground.

Q: Why create this adversarial relationship between homeowners and ICHA? At ICHA, we don't think of it as adversarial in any way. We are all in this together. ICHA was created by the UC Regents to develop and maintain University Hills to recruit and retain the best academic talent. Maintaining the homes in good condition and repair is central to that mission as outlined in each owner's Ground Sublease, Property Use and Maintenance Regulations and Architectural Guidelines.

Q: How will the HRB be involved in this enforcement? Once the Willdan inspector identifies an issue and shares a report about it with ICHA, ICHA will share the findings with the HRB. According to the first paragraph of the PUMR, "Most of these Regulations are administered by a Homeowners Review Board appointed by ICHA, although ICHA retains ultimate responsibility for enforcement of the Regulations". We want to engage with the HRB on this.

Q: Why was this program introduced through a compliance-focused process rather than one emphasizing education, assistance, and collaboration? Education about deferred maintenance began in 2022 in collaboration with the Homeowner's Representative Board and the ICHA Board of Directors through a community survey and workshops with the HRB. ICHA then held multiple community events to inspire, educate and provide resources.

Deferred Maintenance Education Timeline

1/2022	**UH Community Survey** deferred maintenance section asked respondents about deferred maintenance on their home, the reasons why home maintenance was not completed, and whether they thought the home maintenance requirements outlined in the GSL and the PUMR should be enforced.
2022-26	Included five deferred maintenance-related articles in ICHA newsletters
12/2022	**ICHA Board of Directors-HRB workshop breakout session on Deferred Maintenance:** Discussion generated ideas to help motivate homeowners to take care of their homes, such as creating lists of contractors and lenders that homeowners could use and posting home maintenance guides and schedules on the ICHA website. These ideas were all implemented by ICHA staff.
9/2023	**First University Hills Home & Garden Tour & Vendor Fair**

11/2023	**ICHA staff presented to the ICHA Board of Directors a plan to enforce the rules and regulations of the Housing Program** for *the exterior* of all ownership homes and their yards. The ICHA Board gave its support to the plan and program.
12/2024	**ICHA presented the Property Care & Maintenance Program** in detail to the Board and HRB at the ICHA Board of Directors-HRB workshop.
3/2026	**ICHA presented the program** with a communication/education timeline at the March ICHA Board meeting. HRB was present.
6/2026	**ICHA discussed the program** and its launch in detail at the June HRB meeting.
7/2026	**ICHA announced the program** launch to the UH community. ICHA held a community meeting with Q&A.

Q: What if I do not have the money, knowledge, or time to make repairs and do the maintenance work? Talk to ICHA about your circumstances and constraints as soon as you get a notice. ICHA staff will help provide resources and ideas to help you comply with the notice. The policy allows for some time, but repairs and maintenance must be completed, nevertheless. ICHA recognizes that there may be rare circumstances beyond a homeowner's control that may warrant an extension of time, such as a medical issue or an international sabbatical. The ICHA team will work with these owners on a case-by-case basis to help them complete the required work in a reasonable timeframe.

Q: Can ICHA assist financially with deferred maintenance repairs? ICHA can connect homeowners with resources such as lenders. Many people have equity in their home that they can borrow towards doing a repair. However, ICHA cannot use funds to assist an individual homeowner with their personal financial interest – their home.

Q: In the event of disability or financial hardship, would a Home Equity Line of Credit or MOP loan be made available? Unfortunately, MOP does not provide Equity Lines of Credit. However, ICHA can provide a list of lenders who are familiar with University Hills' Ground Sublease structure, which includes SchoolsFirst and Long Beach Federal Credit Union. They have great home equity line of credit programs that many homeowners up here have used. The ICHA Real Estate Sales and Administration team has helped many homeowners through this process, and they're happy to help anyone who is interested. Contact Sales@icha.uci.edu or (949) 824-7345.

Q: Why isn't it ICHA's protocol to make a house legally livable before putting it on the University Hills market? (ie: fixing electrical switches, replacing smoke detectors) The sale of homes in University Hills is directly between the seller and the next eligible buyer. ICHA is not party to the sale of the home, but we manage the sales process as outlined by the Ground Sublease. The Ground Sublease states that it is the owner's responsibility to care for the home. State requirements and lender requirements are followed.

Q: Why not enforce these maintenance requirements at the time of sale? Deferred maintenance does come up that the time of sale through the buyer's inspection process. However, ICHA's focus is to help homeowners during their ownership to avoid increased costs associated with delaying repairs. Deferred Maintenance during ownership has always been addressed since the beginning of the program, because again, it's based on the documents that were signed at the time of purchase. There have been occurrences of abatement in the past. What is changing now is that we will have a third-party inspector surveying homes and identifying problem areas, to avoid encountering more costly surprises at the time of sale. and to preserve the integrity of the program.

Q: How is the sales process on the outside different from how it is in University Hills? In the market, if you had a home that had significant deferred maintenance, the sales price could be discounted based on conditions. Here, homes are selling at a maximum resale price. A home keeps getting offered based on our system to the next buyer and with the current demand, owners are not currently faced with the need to reduce the price.

Q: Will maintenance or repair costs be deducted from the maximum resale value? The goal is not to get there. Again, we want to help homeowners. If it does go through the process where someone is not responding to us at all, and we do the work, we expect immediate payment for that and not wait until the sales process.

Q: What is the cost to run the Property Care & Maintenance Program? There is no cost to the homeowner directly. The third-party inspection is an hourly rate that will be part of the ICHA general budget. Willdan has been a great partner with deep experience at University Hills for decades. They know University Hills well.

Q: Do fences have to be specific material or color? Changes to fencing would need to go through the property improvement application process. The HRB and ICHA are working together on updating the Architectural Guidelines, which will be completed in 2027. ICHA and the HRB are also working on modernizing exterior paint colors as well. We are hoping to roll that out here very shortly.

Q: Does the Property Care & Maintenance Program apply differently to new buyers than to long-time homeowners? No. Whether you've owned 20 years, 30 years, or one year, homeowners are responsible for the maintenance of their home.

Q: We just installed solar. We did not change our windows since they are fine. Would it be considered deferred maintenance if we still have aluminum frames? No. It would be considered a capital improvement if you upgrade your windows, but not deferred maintenance, as long as your windows are fine and they're functioning.

Q: What counts as a capital improvement, and what does not? At the time of sale, qualified capital improvements (see the list) that you have made during your ownership may be assessed by a qualified appraiser and the fair-market value may be added to your Final Maximum Resale Price. Thirty days prior to signing the documents to sell, owners may contact one of the ICHA-qualified appraisers to complete a physical inspection of the improvements. For more information, contact ICHA Real Estate Sales & Administration at Sales@icha.uci.edu or (949) 824-7345.

Q: Will uneven concrete sidewalks or driveways be included? ICHA is responsible for maintaining sidewalks, but if there is a tree that Is in a front yard and maintained by a homeowner, the homeowner could be financially responsible for a buckling or lifting sidewalk.

Q: If a seller refuses to fix deferred maintenance and then makes the purchase anyway, are they liable for fixing that deferred maintenance? Yes, the homeowner is responsible for deferred maintenance issues upon sale. This program is focused only on the exterior of a home. As an example, if there is fascia board falling down and you've now closed on the home and own it, that would be your responsibility to repair, and you would be notified under Category Priority 1.

Q: Will this process increase the monthly dues? No, it doesn't directly increase homeowner monthly dues. ICHA posts the operating budget for University Hills annually https://icha.uci.edu/homeowner/community-and-condo-management/ (bottom of the page). We highly encourage you to take a moment to look at it. It's a great resource to understand how the finances of the community run.

Q: Where can I find the phases, or years of the program? Where are they listed? The Community Maps section on the ICHA website includes a map that lists the area number and years of construction. Please contact ICHA if you have other questions along these lines.

Q: I know this meeting is about exteriors, but are there interior maintenance guidelines that can be sent out? https://icha.uci.edu/wp-content/uploads/2026/04/Homeowners-Manual_maintenance-calendar.pdf includes a detailed home maintenance guide with a calendar of suggested maintenance checks. We worked with the current builder in University Hills, California Pacific Homes, who does the new homes, to create this great maintenance guide.

Q: What about issues inside the home? This only refers to exteriors. Think of it as someone walking down your sidewalk, and if they see any concerns with the exterior from that vantage point, they will make a note and then they would send that note to ICHA, and we would reach out to you on a personal basis.

Q: Is it possible that there could be an inspections process for the interior of homes in the future? Currently, there is an interior inspection during the sales process. Through the California Purchase Agreement process, a buyer does perform an inspection.

Q: What is the appeals process, if a homeowner disagrees that their home or property needs fixing? The Dispute Resolution Policy is available. To view the Dispute Resolution Policy, click here: https://icha.uci.edu/about-icha/policies/.

Q: Would approved paint colors for exterior, paired homes be the same or different colors? Currently, you can repaint the original schemes, but again, we're going through a paint modernization process, and so there will be new additional colors added for your home within the next 3 months. You will have a broader variety of choices. ICHA will be posting all paint color schemes to a Color ARK Site online to allow homeowners to easily view those schemes, so you can see what color schemes are available to you.

Q: Is it OK to use California native plants in landscaping and reduce watering? ICHA is fully supportive of that. Please know that we're not looking for lush green lawns in everyone's yard. We are fully supportive of California natives or drought tolerant planting.

Q: If we share wooden fences and mailbox posts with neighbors that we're not friendly with, and they don't want to take care of their homes, can you help? That would be a Priority 2 item that would be looked at down the road, but yes, we can help. We do encourage the residents to try to communicate with their neighbor first and interact on a personal level, but we understand that sometimes it's hard, so we can try to assist.

HELPFUL LINKS & CONTACTS

- Housing Program documents (Abstract of Ground Sublease, Architectural Guidelines, PUMR) https://icha.uci.edu/about-icha/documents-forms-explainers/
- Dispute resolution policy: https://icha.uci.edu/about-icha/policies/
- Community maps with phases https://icha.uci.edu/about-uhills/maps/#map-by-phase
- Homeowner maintenance Guide https://icha.uci.edu/resources/
- Contractor/vendor list: https://icha.uci.edu/home-improvements/ or https://icha.uci.edu/resources/
- Lender list: contact Real Estate Sales & Administration at sales@icha.uci.edu or (949) 824-7345