



Dear UGlen Homeowners and Homeowners Advisory Committee (HAC),

We received several letters from concerned homeowners regarding the UGCAM budget and expenditures, and the proposed installation of water meters. Please feel free to distribute this letter to the wider community. The Site Authority (SA) Board and staff are committed to transparency and clear communications.

Regarding the process for preparing and approving the CAM budget, please refer to the May 2023 presentation to the board, linked [here](#) and found on the University Glen website. The roles and responsibilities of the Homeowners Advisory Council (HAC), Budget Advisory Group (BAG), Community Advisory Group (CAG), and Site Authority Board and staff are outlined in the presentation and will evolve with additional community input. The budget process is restated here. The SA Board approves the UGCAM Budget after the BAG creates a draft with input from the SA Executive Director. A preview of the budget is provided to the HAC before the final budget goes to the SA Board for approval. Significant efforts have been made to solicit feedback from the community by instituting year-round BAG meetings, conducting a Spring survey of single family and townhome owners, and increased community engagement activities such as town halls. Individual homeowners have multiple opportunities to make their voices heard before the final budget is presented to the SA Board.

The SA Board welcomes changes to the UGCAM Budget, recognizing that some items are able to be changed while others are not. SA staff assisted the BAG this year by conducting a survey in the Spring of 2024 to ask which items homeowners were interested in changing. That information was brought to the BAG for consideration. Some ideas were supported by the BAG and incorporated into the FY24/25 UGCAM Budget, while others were not.

This brings us to the proposed water meter installation project. A question in the Spring 2024 survey was, "Are you supportive of having water meters installed on all Single-Family homes and townhomes in University Glen?" Responses showed that by a 7-percentage point margin (53% yes to 46% no) homeowners supported the installation of water meters. The survey had 93 responses (34% of the 272 Single Family and Townhome doors) which is a typical survey response rate.

SA staff met with the HAC in August 2024 and the HAC stated that they believed that a majority of homeowners no longer support the installation of water meters because of a perceived increase in individual financial liability for broken water pipes and an increase in monthly expenses. It is imperative that the homeowners understand what they will and will not be responsible for if water meters are installed.

1. Townhome and single-family homes will be billed individually for their usage. The water bill will no longer be allocated on a per-door basis so those that consume more than average will pay more and those that consume less than average will pay less. Everyone will be paying their fair share of water consumption.
2. There will be a monthly administrative fee added to cover the expense of a 3rd party billing company that will gather the water meter data and bill the homeowners. Research is underway and the range of monthly fees is \$3.50 - \$8.50 per month.
3. The installation of the water meters DOES NOT change your ground sublease. Please refer to section 10: "Maintenance of your ground sublease."

The townhome owners are responsible for repairs inside of the interior drywall surfaces. Broken pipes between the water meter and the interior drywall surfaces will continue to be paid for from townhome reserves. This will not change.

For single-family homes, the single-family home reserves will pay for any broken water pipes from the water meter to the pony wall/property line. This will not change.

CI Facilities will maintain the water mains to the water meters which is paid for by the water fee that all property owners currently pay as a part of their UGCAM fee. This will not change.

The HAC indicated that they want to conduct a new survey which the SA staff supports with the caveat that the survey must be completed by mid-November, ensuring time for water meters to be installed before the start of next year's UGCAM budget cycle, if a majority of respondents want them. If that survey shows that most homeowners no longer want water meters installed, staff will recommend to the SA Board to not move forward on the installation.

An additional question was raised about the cost of new treadmills. This expense was approved by the BAG by a vote of 3 in favor and 1 opposed. Reasoning for the affirmative vote was that the more expensive machines are more durable and therefore less expensive over the long term. SA staff are not members of the BAG, so any questions about decisions made by that body should be directed to its members.

The SA Board held its quarterly Board meeting on September 9, 2024, at 6 p.m. at the CSU Channel Islands John Spoor Broome Library. This location change was made at the request of the University Glen community to facilitate community engagement. All future Site Authority Q1 Board meetings will be held in the Library during evening hours as well.

Thank you,
-Site Authority Staff
Cc: Site Authority Board