

## **Frequently Asked Questions University Glen Exhibit C Update**

### **1. What is this issue about?**

- An administrative and legal review of UGlen's ground subleases and associated CAM fees revealed variations in historical documentation – specifically within CAM fee exhibits.
- While all homeowners have always been charged and paid the appropriate pro-rata amount to fairly finance and distribute community services, the Site Authority is seeking to update Exhibit C to align the CAM pro-rata fee structure and bring everyone into uniformity.
- This administrative adjustment requires the approval of two-thirds UGlen homeowners. We are requesting that all homeowners provide their approval by November 22, 2024.

### **2. What changes are being proposed?**

- The change adds clarity to Exhibit C, which now aligns with historic CAM fee collection practices based on a pro-rata share of the CAM budget.
- This change will have no impact on your CAM fee structure or payment amount, and only serves to ensure the existing fee structure is consistently reflected in all CAM Fee Exhibits.

### **3. Why should I sign the updated Exhibit C?**

- Signing ensures consistent documentation for the pro-rata share across all UGlen homeowners.

### **4. What if I do not sign the updated Exhibit C?**

- Those with questions or concerns about this update should contact the Site Authority at 805-608-5411 or [siteauthority@csuci.edu](mailto:siteauthority@csuci.edu).

### **5. Will I receive a receipt for submitting my ballot?**

- No. Receipts will not be mailed, but homeowners can email the Site Authority at [siteauthority@csuci.edu](mailto:siteauthority@csuci.edu) for confirmation.

### **6. How will you ensure homeowners don't vote twice?**

- Site Authority staff are auditing each entry with the homeowner file to verify sublessees.

### **7. How many votes are needed to pass?**

- Two-thirds of the total number of sublessees are needed to pass.

**8. Why are you seeking votes from all individuals listed on the sublease versus one vote per household?**

- Section 25.11 of the ground sublease states that all persons who are sublessees should vote.

**9. Will you share voting data with the homeowners?**

- While we cannot share individual homeowner information, we will share information regarding the number of households that participated and the results.

**10. If my property is held in a trust, who should vote?**

- The trustees listed in the trust should vote.

**11. What if I have more than two names on my sublease?**

- You may write in the individual names from your sublease. A paper ballot may be requested if more space is needed.

**12. Will the Site Authority staff seek homeowner approval for future changes to Exhibit C?**

- Yes.

**13. Are changes to the ground subleases also being made?**

- No. Everyone's ground subleases will remain the same. The Site Authority is only updating the Exhibit C documentation, so it is clear and consistent for all homeowners.

**14. Have I been overcharged?**

- No. All homeowners have always been charged and paid the appropriate pro-rata amount to fairly finance and distribute community services.

**15. Why is this discrepancy just now being addressed?**

- The Site Authority received comments from several homeowners regarding inconsistencies across ground subleases, prompting an administrative and legal review of current and historical documentation, which revealed inconsistencies in CAM Fee Exhibits.

**16. What steps are being taken to prevent this in the future?**

- The Site Authority staff are working on modernizing and digitizing its record keeping, ensuring that information is consistent and accessible.
- Moving forward, the Site Authority will continue to publish CAM fee services and rates on the University Glen website
- We have implemented regular reporting from the Property Management Company to both the Homeowner Advisory Committee and the Budget Advisory Group, as well as providing the Site Authority Board quarterly reports on the status of reserves and how they are invested in CAL Trust.
- In addition, the Budget Advisory Group meets year-round to provide additional engagement from property owners on the CAM budget.

**17. Is there an opportunity to modify the CAM Fee structure or administration in the future?**

- Yes. We welcome ongoing community input and suggestions regarding the benefits covered by CAM fees – including potential future adjustments to the suite of services covered.
- We have budget and community advisory committees to receive and address your feedback, which has already helped improve the fee structure and associated benefits.

**18. How can I get more information?**

- Call us at 805-608-5411 or send an email to [siteauthority@csuci.edu](mailto:siteauthority@csuci.edu)

**CAM Fees**

**19. What is included in the CAM fee?**

- All fees collected are used to fund benefits including landscaping, street maintenance, lighting, recreational features, insurance, and utilities – and to build reserves that ensure UGlen residents enjoy a pleasant and safe community.

**20. What is a “pro-rata share”?**

- All homeowners are assessed a “pro-rata share” of CAM fees. As is standard practice, a pro-rata share is a percentage calculation specific to the type of residence and the common area maintenance operating expense line item.
  - For example, there are 672 total units (sometimes referred to as doors), so the 200 townhome units equal a 29.76% share of the total cost of landscaping, maintenance, and management fees. The single-family detached residences equal a 10.71% pro rata share. For earthquake insurance, the townhomes contribute 100% of this expense since they are the only units covered.

**21. How are CAM fees set? Can CAM fees be reduced?**

- Inflation and increases in the cost of goods and services have necessitated increases in CAM fees to maintain uninterrupted service.
- But maintaining the affordability of CAM fees is a top priority for the Site Authority.
- We bring the full weight of the CSU system to negotiate fair and reasonable rates for community services, particularly for utility and insurance costs.
- In response to broad community feedback about the cost of living, the Site Authority recently transitioned to a new property management partner, Seabreeze Management Company, reducing the management fee by roughly 15%.
- In addition, we have reduced the growth in monthly Townhouse reserve contributions and removed the social committee to preserve funding.
- We welcome your ongoing input on CAM fee administration and adjustments.

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