

COMMON INTEREST

MANAGEMENT SERVICES

Serving Homeowners Associations Since 1990

DATE: 09/14/2021

RE: New Association Management Company and Important Assessment Payment Information

Your New Account #

For Unit Address: , Berkeley, CA 94703

Dear

We are pleased to inform all homeowners that your Association's Board of Directors has completed its search for a new professional HOA management company. The Board has selected Common Interest Management Services (CIMS), an industry leader founded in 1990 operating exclusively in Northern California. Effective **October 1, 2021**, CIMS will assume full responsibility for the management of University Terrace Berkeley Homeowners Association. Our Community Manager and dedicated support team look forward to working closely with the Board and homeowners to address the Association's immediate and ongoing challenges. Our mission is to competently and reliably accomplish the work of the Association day-to-day with a shared goal to support long-term property values and vibrant community living.

IMPORTANT ACCOUNTING CHANGES FOR ASSESSMENT PAYMENTS

You will need to change how you make your HOA assessment payments. **Your new account number is referenced at the top of this letter.** Please refer to the attached document titled **"How Do I Pay My Assessment?"** for instructions. For information on automatic payments or payments that have already been made to your prior management company, please refer to the attached **"Accounting - Frequently Asked Questions"** document. That document will answer any questions you have about the accounting transition.

IMPORTANT INFORMATION REGARDING YOUR FIRST STATEMENT

With CIMS, you will receive regular billing statements. **Your first statement will not include the ending balance or credit from your prior management company** as there is a one-month delay in them providing the data. Your second billing statement will provide this balance or credit. **CIMS will not charge late fees or interest during the first 30-day transition.**

Regards,

Mike Archer, CEO, Common Interest Management Services

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Common Interest Management Company Information

CIMS is a long-standing, locally owned, and operated HOA management company with a reputation as a trusted and capable partner to more than 600 Bay Area Associations. Our local office is in Danville, and we have a dedicated staff of professionals there to serve you. Our office hours are 8:30AM to 4:30PM Monday through Friday and phone number is (925) 743-3080. The phone number will connect you either to our office during business hours or provide instructions for how to reach our emergency answering service after normal business hours which is available 24 hours a day, 7 days a week.

Over the past few years, CIMS has made many exciting changes and upgrades to Operations to allow us to better serve our clients. Some of these investments include:

- State-of-the-industry HOA management software from Vantaca that is customized to support our Associations for accounting, budgeting, work order, vendor management, site inspections, violations, architectural applications, etc.
- Board and Homeowner Portals where you can access association related documents, view your account balance, make payments online, enter and track maintenance and other requests, submit architectural applications, view the community calendar, and receive informational updates from the Association. Attached to this letter are instructions for you to register for the portal.
- Implementation of cloud-based services, including Microsoft Exchange and SharePoint to support a paperless approach to community management and to ensure effective collaboration among our team members in support of your Association.
- Broad adoption of online Accounts Payable technology to support paperless review, approval and signature of weekly invoices and payables. Increased speed and efficiency for our Boards with best-in-class security.
- Continued investment in our company web site, www.commoninterest.com. Please visit this site to learn more about us.

These are just some of the many recent improvements we have made as a company to expand on our leadership position in the industry. We are committed to make ongoing investments to provide our clients with best-in-class services that lead our industry. Our management philosophy is to be proactive and responsive to our clients, and to focus on maintaining and increasing the economic value of the communities we serve. All of us at CIMS are committed to providing the highest level of management services to University Terrace Berkeley Homeowners Association and on providing excellent customer service to all homeowners. We are excited to be working with University Terrace Berkeley Homeowners Association and look forward to the challenges that lie ahead.

How Do I Pay My Assessment?

There are several options for paying your assessment

Online Payment Portal

To make a one-time payment or to set up a recurring payment using your checking account, debit or credit card, you can conveniently pay through your Association's Online Homeowner Portal using the directions attached for "New Account Number and Online Homeowner Portal Registration". You can set up a one-time or recurring payment for a fixed amount, a variable amount within a given range or your full balance through the Homeowner Portal. There will be a small convenience fee to set this up online. The Homeowner Portal will not be active until our first day of managing your community.

Mailing a Check

Your check must be made payable to **University Terrace Berkeley Homeowners Association**. Include your 9-digit owner account number

Mail Regular Payments To:

C/O Union Bank
P.O.Box 45480
San Francisco, CA 94145-0480

Mail Overnight Payments To:

C/O MUFG Union Bank, N.A.
Common Interest Management Services 3023
501 Canal Boulevard, Suite E
Richmond, CA 94804

Your Personal Online Banking or Bill Pay System

If you use your own bank's Online Bill Pay System to pay assessments, make sure that the payee/biller name, address, and account number are accurate. The payee/biller name must be the name of your Association. You must also include your 9-digit owner account number

Your owner account number can be found on your statement or payment coupon.

Your online banking payment may not happen as an immediate electronic transfer of funds. Please allow 7-10 business days for mailing. Mail payments to:

University Terrace Berkeley Homeowners Association
C/O Union Bank
P.O. Box 45480
San Francisco, CA 94145-0480

NEW ACCOUNT NUMBER AND ONLINE HOMEOWNER PORTAL REGISTRATION

Dear
Reference:

On behalf of University Terrace Berkeley Homeowners Association, Common Interest Management Services is pleased to announce the launching of a new online Homeowner Portal. Through the portal, you can access association related documents, view your account balance, make payments online, enter and track maintenance and other requests, submit architectural applications, view the community calendar, and receive informational updates from the Association. With the transition to our new platform, your Association account number will also be changing. You will need the following information to register for the new portal:

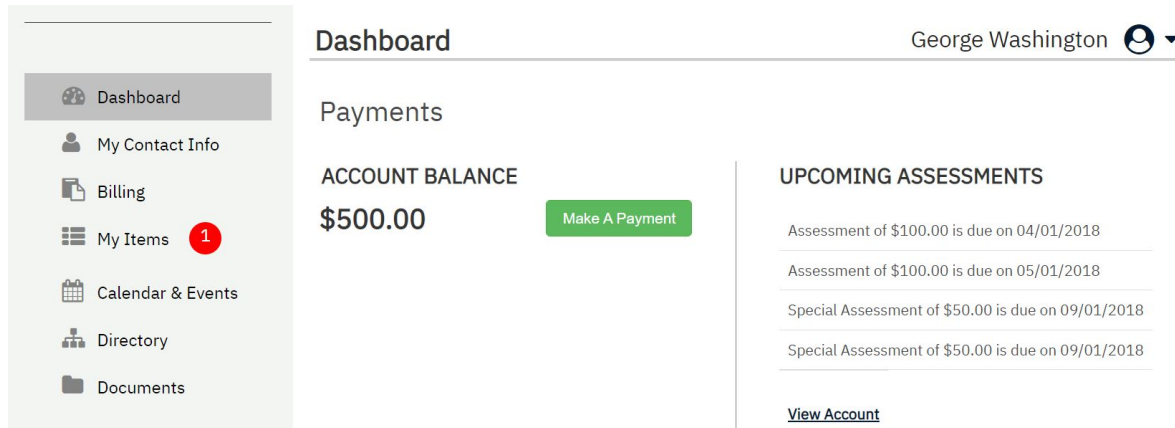
Your new account number is:
Registration Key:

Community Homeowner Portal Sign Up Instructions:

PLEASE NOTE THAT THE HOMEOWNER PORTAL IS NOT ACTIVE UNTIL THE FIRST DAY OF CIMS MANAGEMENT.

Please go to portal.commoninterest.com and click on "Sign Up." Fill out the fields and click "Register" to create your login. You will need to create a password and enter your Registration Key above.

Once logged in, you will have several options from the Dashboard.



The screenshot shows a user dashboard for George Washington. On the left is a navigation menu with options: Dashboard (selected), My Contact Info, Billing, My Items (with a red notification badge '1'), Calendar & Events, Directory, and Documents. The main content area is titled 'Dashboard' and includes a 'Payments' section with 'ACCOUNT BALANCE \$500.00' and a green 'Make A Payment' button. To the right is an 'UPCOMING ASSESSMENTS' section listing four due dates: \$100.00 on 04/01/2018, \$100.00 on 05/01/2018, and two \$50.00 special assessments on 09/01/2018. A 'View Account' link is at the bottom.

My Contact Info: This menu will allow you to change your password and verify your contact information.

Billing: This menu takes you to payment options and shows you your payment history.

My Items: This menu will show you the status of any inquiries or service requests you have made through the "Submit a Request" menu (see below).

Submit a Request: This menu gives you ways to communicate with us electronically. Select ARC Request to submit architectural applications or related questions. Select General Request for all other inquiries and then select the Type of Request using the drop-down menu.

Accounting- Frequently Asked Questions



Q: How do I pay my assessment with the new management company?

A: The attached document titled “How Do I Pay My Assessment?” outlines the different ways that you can pay.

Q: How can I access my Association’s Homeowner Portal?

A: Your Association’s Homeowner Portal cannot be accessed until the first day of our managing your Association. Once the portal is active, you will go to portal.commoninterest.com and register using the Registration Portal Key on the attached document titled “NEW ACCOUNT NUMBER AND ONLINE HOMEOWNER PORTAL REGISTRATION”.

Q: When will I receive my first billing statement?

A: You will receive your first billing statement within two (2) weeks. If you do not receive a billing statement within three (3) weeks, please email accounting@commoninterest.com. **There will be no late fees assessed during the first month.**

Q: What is my account balance?

A: We will spend the first thirty (30) days of the accounting transition to ascertain and reconcile account balances for all homeowners. There will be no late fees assessed during this time. Your first billing statement will NOT include your account balance and your balance WILL be reflected on subsequent billing statements. Please wait until your second billing statement to confirm your account balance. After that, if you have problems or concerns please log into the Homeowner Portal at portal.commoninterest.com and submit a billing question.

Q: I sent my payment to the prior management company, what should I do?

A: Your prior management company has been instructed to forward all payments received to our office, so we will receive and record that payment. Please make sure to update future payments so that they are sent directly to us by following the payment instructions on the attached “How Do I Pay My Assessment?” document.

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Q: I had a credit balance on my account, what should I do?

A: As indicated above, your credit balance will not be reflected on your first billing statement. If you are sure that your assessment payment was already made, you can disregard the first billing statement and not make payment at this time. Upon receipt of your second billing statement, you can verify your credit balance. At that time, if your credit is not reflected or if your balance is not accurate, please submit a billing question through the Homeowner Portal.

Q: I was on automatic deduction with the prior management company, will this continue?

A: No. Since your prior management company processed all automatic payments internally, there is no way for us to continue them.

Q: How do I sign up for automatic payment?

A: You can set up a one-time or recurring payment for a fixed amount, a variable amount within a given range or your full balance through the Homeowner Portal. There will be a small convenience fee to set this up online. The Homeowner Portal will not be active until our first day of managing your community.

Q: Who do I make my check payable to? Do I make my check payable to Common Interest Management or to the HOA?

A: All checks are made payable to the **Association Name** and **NOT** to the management company. The full legal name of your Association is located on the “How Do I Pay My Assessment?” document attached.

Q: Can I come into the office to make a payment? Do you accept cash payments?

A: We do not accept cash payments. Credit card payments can only be made through the Homeowner Portal and not in any of our offices. The quickest way for your payment to process and to avoid late fees is by submitting your payment online through the Homeowner Portal or sending your payment to the address on the “How Do I Pay My Assessment?” document attached.

Q: Can I make my payment without a billing statement or coupon?

A: Yes. Refer to the “How Do I Pay My Assessment?” document. If you are mailing a check, you simply need to note your new account number on the check for it to be processed. Your new account number is located on the first page of the letter in this packet.

Q: What is the best way to reach the accounting department?

A: The quickest way to get accounting questions answered is to submit a billing question through the Homeowner Portal.