

## ATTACHMENT A

### SANTA CRUZ ROUND TREE TOWN HALL/CARDIFF MEETING MAY 6<sup>TH</sup> QUESTIONS & ANSWERS

Q-What if someone refuses to fumigate their unit?

A-They may be responsible to have another form of treatment done.

Q-What if a tenant won't allow the fumigation but the owner wants it done?

A-It is the responsibility of the owner to work that out.

Q-Why don't clothes need to be removed for the home?

A-The product used in the fumigation does not harm or leave residue on fabric, furniture, paint or hard surfaces.

Q-Why does food have to be removed?

A-The fumigation product has not been tested safe for food.

Q-What if an owner doesn't want it done?

A-This was a decision made by the Board. If an owner refuses to allow the treatment to be performed on their unit, all adjacent unit will not be fumigated either. The Board may decide to take whatever action is necessary and within the CC&R's to protect the buildings from damage.

Q-What about the termites in the fences, will the fences also be tented?

A-Cardiff does not tent fences. Those termites don't necessarily migrate into the houses.

Q-Aren't the fences part of the HOA's responsibility? Wouldn't it be a good idea to treat them as well at the same time?

A-The fences are being looked at and will be repaired on a case by case basis. If an owner suspects termites and notices damage in their fence they should contact Luca in the maintenance office for inspection and repairs as soon as possible.

Q-Will the treatment kill rats and other rodents?

A-Yes and they will cause a smell and then flies. If an occupant notices this, they can ask Cardiff to find and remove it while Cardiff is still onsite treating other units.

Q-Does frozen food need to be removed?

A-There are some exceptions, if the original manufacturer's seal is still intact, in glass or canned containers and double bagged (with the bags provided by Cardiff), items can remain in the unit. However, because the refrigerator doors need to remain open, no frozen food can remain in freezer.

Q-What about our physical items such as furniture?

A-The product does not stay on dry surfaces and will not harm or affect paints, finishes or fabrics.

Q-How is there no residue left behind?

A-Fans will be placed in the unit to blow the fumes out through the attic and other ventilated areas.

Q-What about tenant placement? Are there laws or guidelines landlords need to follow?

A-Landlords should consult their property managers or attorney for advice on laws and guidelines.

Q-Does the HOA's insurance cover any out of pocket expenses to the owners?

A-The HOA's insurance does not cover this treatment or related expenses. Owner can consult their own agents regarding their coverage.

Q-Can you offer any advice regarding tenant placement?

A-Cardiff made some suggestions they know other landlords have provided at other properties; ask if the tenant has someone they can stay with, provide a hotel, or reimburse the tenant their cost.

Q-What is the product being used to fumigate?

A-The product is Vikane (Sulfuryl Fluoride).

Q-How much is this costing the homeowners?

A-The cost is paid for from the dues the same as other operational maintenance cost are paid.

Q-Who will open the attics?

A-Not all units have attic access; Cardiff will open those that do.

Q-If an owner refuses this treatment, what happens to the neighboring units? Can they still be treated?

A-No. If one unit does not comply with the treatment, the entire building cannot be treated.

Q-Will there be security during this process?

A-Cardiff gives security pointers for owners/tenants in their packet. The HOA will be hiring security patrol and has already notified the police who will be doing extra patrolling of the area during that time.

Q-Do owners and tenants need to both sign the authorization forms?

A-Only the occupant will need to sign. Only one packet per unit is necessary. All the information is in the packet. Packets will be mailed out and available on the website.

Q-What time of the day does the fumigating start?

A-8:00am PG&E may be there to shut the gas off earlier.