### UCSF RSRP Dispute Resolution Process

<table>
<thead>
<tr>
<th>Potential Issue / complaint</th>
<th>Proposed Resolution</th>
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<tbody>
<tr>
<td><strong>RSRP Application Process</strong></td>
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<tr>
<td>1. Application denial - not in contour</td>
<td>Respond with denial letter citing applicable program criteria</td>
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<td>2. Den is sometimes used for sleeping so it should be counted as sleeping area</td>
<td>Sleeping areas in relation to the UCSF RSRP are defined as bedrooms in traditional residential structures and areas in the live/work lofts used for sleep. Areas where people may nap or sleep such as dens and sitting/reading areas are not sleeping areas as defined by the RSRP. “Sleeping areas” was used to define the eligible rooms rather than “bedrooms” because of the live/work loft structures in the area. A bedroom is consistent with the definition per building code.</td>
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<td>3. Renter wants to participate</td>
<td>Only property owners may apply for the RSRP. Interested renters should talk to the property owner of record. UCSF cannot engage in issues between renters and property owners.</td>
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<td><strong>RSRP Post Application Approval</strong></td>
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<td>4. Contractor Performance</td>
<td>The purpose of the contractors list is to establish a pool and obtain bids from established, qualified contractors who can perform the work. Those bid amounts will constitute the basis by which UCSF establishes payment of the lowest bid price. The property owners are not required to use a contractor from the UCSF list to perform the work. In fact, the property owners are not required to have the work done. Once the easement is signed and the property owner receives payment from UCSF, UCSF’s involvement is complete. All contractor issues, including, without limitation, work capacity and schedule, are the responsibility of the property owner. Should property owners have any dispute with their contractor; the property owner can seek resolution through the California Contractors State License Board (CSLB) Arbitration Program. UCSF will not participate in any negotiations, coordination, disputes, or other activities or otherwise intervene in the relationship between property owners and their selected contractors. According to the RSRP, UCSF makes payment to the property owner ONLY.</td>
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<tr>
<td>5. Lowest bid price will not be honored long enough to get the work done.</td>
<td>UCSF will ask that bid prices be held for six months as a component of qualifying contractors that will provide bids to property owners. UCSF will make reasonable efforts to expedite the provision of the easement and payment for the work; however, contracts are ultimately</td>
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between property owners and the contractor they select. Before signing a contract, property owners should discuss timing with their contractor of choice.

6. **Lowest bid does not adequately cover the costs of the work.**

Property owners can get as many bids as they desire from the list of approved contractors and submit three (3) to UCSF. The lowest bid from a prequalified list of contractors is the method UCSF has established to determine the amount of payment to the homeowner for the noise impact from helicopter transports. The development of specifications by UCSF’s consultant for the contractors to follow will assure standardization of appropriate work and materials.

UCSF will not be responsible for additional costs due to work outside the specific scope of sound insulation, including, without limitation, existing dry rot or other existing conditions.

7. **Disbursement delay – resident complains that they signed the easement long before they were given a check.**

UCSF will use reasonable efforts to make payment to property owners within 60 days of the property owner signing the requisite easement.

8. **Homeowner wants to change language on release form.**

UCSF will provide a copy of the easement. UCSF will consider reasonable requests for changes that do not substantively modify the terms and conditions of the easement.

9. **What happens if I sell my house during the process? Will new owners qualify?**

Whoever owns the property at the time of easement execution will be the payee(s) on the check. Only one application is allowed per residence. The easement must be disclosed to subsequent owners as a condition of this transaction in accordance with applicable State laws.

10. **What if too many people choose the same contractor? If the contractor does not have capacity, how will this be resolved?**

See #5 above.
NOTES:

* Criteria for getting on the UCSF Qualified Contractor List:

The pre-qualified list of contractors is solely for the purpose of determining a payment amount to the property owner. The contract will be between the property owner and the contractor of the property owner’s choice. The property owner need not use a prequalified contractor from the UCSF list.

- Will have experience in similar work – residential, window replacement, acoustical modifications, historical homes.
- Must be in good standing with California’s Contractors State Licensing Board.
- Must have a Class B License in good standing.
- Must provide a list of references of similar work performed.

RSRP / Helipad estimated timeline and key milestones through July 2015:

- Testing process - Will occur at the end of the startup period, which will be extended from 8 weeks to 12 weeks as requested by the Community. Thus, testing will commence during the last two weeks of April 2015.
- Contour defined – Analysis takes approximately a month after the testing period has ended. UCSF’s current expectation is to have the contour analysis completed by the end of June 2015
- Depending on the results, applications should be available by July 2015.

Expected Next Steps

1. UCSF establishes a list of qualified contractors.
2. UCSF redraws contour and notifies property owners per RSRP.
3. Property owner submits application to UCSF.
4. UCSF conducts sound testing in property sleeping areas.
5. UCSF sends property owner letter in response to application.
6. If approved per RSRP criteria, property owner obtains bids from UCSF-qualified contractors and submits any three (3) of same to UCSF.
7. UCSF selects the lowest bid price and this constitutes the payment amount to property owner. UCSF sends property owner letter notifying them of payment amount.
8. Property owner signs easement with agreement from UCSF to pay amount of lowest bid properly submitted by property owner.
9. UCSF sends check to property owner.
10. City and County of San Francisco Office of the Assessor-Recorder records the easement.