

# Unit Goals: Real Estate Services

Goal	Key Metrics/Milestones	Goal Drivers	Status
<p><b>Goal 1:</b> Design and create process guides and templates to establish consistency for loan processes reducing time spent providing repetitive responses to standard procedural tasks by 20% (FY24 – FY25)</p> <p>P4 – DFA-A</p>	<ul style="list-style-type: none"> <li>Track time spent responding to standard procedural questions before and after the implementation of process guides.</li> </ul>	<ul style="list-style-type: none"> <li># of requests and calls from school administration seeking direction.</li> <li>Eliminate redundancy through unifying the process campuswide.</li> <li>Strengthen the collaborative efforts with dean’s and dept. chair offices.</li> <li>Optimize methods to deliver services provided within the Home Loan programs.</li> </ul>	
<p><b>Goal 2:</b> Engage a “Best in Class” real estate service provider and deliver high quality brokerage services, lease administration, critical date tracking, and transaction services focusing on UCI Health (FY24 – FY24)</p> <p>P4 – DFA-A</p>	<ul style="list-style-type: none"> <li>Annual performance review to verify the service level and cost of services meet or exceed expectations.</li> </ul>	<ul style="list-style-type: none"> <li>Voice of the Customer post-transaction debrief with client (UCI Health, SOM, Deans, etc.) to confirm satisfaction level.</li> <li>Identify and engage a leading real estate service provider.</li> </ul>	
<p><b>Goal 3:</b> Deliver new facility leases and lease renewals executed prior to 1/31/2025 at 95% of FMV. (FY24 – FY25)</p> <p>P4 – DFA-A</p>	<ul style="list-style-type: none"> <li>Compare final contract terms vs. Landlord’s initial negotiating position with the goal of savings of 5% or greater.</li> </ul>	<ul style="list-style-type: none"> <li>Reduction of the overall off-campus lease costs by achieving lower than fair market rental rate.</li> </ul>	
<p><b>Goal 4:</b> Conduct annual audit of off-campus Operating Expenses and Tax Exemption for leases larger than 10,000 sf to ensure 100% compliance and collect funds due to UCI (FY24 – FY28)</p> <p>P4 – DFA-A</p>	<ul style="list-style-type: none"> <li>Percentage of statements reviewed and confirmed accuracy of charges.</li> <li>Errors identified in reconciliation addressed by financial analysts and landlords contacted for explanation/resolution.</li> </ul>	<ul style="list-style-type: none"> <li>County does not directly credit the exemption to UCI.</li> <li>Not all landlords are properly applying the exemption credit due to UCI in their rent statements.</li> </ul>	