

July 27, 2022

Mother nature continues to deal us blow after blow with no relief in sight!

We continue to receive rain while we are trying to mitigate the water damage caused by the hailstorm. Damage was reported in all areas of Green Valley and South. Our agent alone is working on claims for 3 associations, 70 individual property claims and over 60 auto damage claims. This should give you an idea of how horrific this storm was and hopefully explains why things seem to be moving slow.

The office, our Board, the roofers, and our crew take this seriously and are not negating the issues; you are being heard and we are acting on every call and email. We have received over 60 calls for leaks in 48 different buildings, all have interior damage and water still coming in. We are all working together to try and stop the leak in your unit. Unfortunately, most units have a TPO roof which is a liner sitting on a foam insulation barrier. Once this liner has a crack or hole it allows the water into the insulation layer, and it can take a few days for the leak to occur in your unit and it may leak for a couple of days. Unfortunately, there is no way to repair these roofs. Many have asked us to tarp their roof. Per the roofer "there is no way for us to tarp our flat roofs with the parapet walls we have. Tarps will cause more issues."

An insurance claim was filed last week, and the adjuster will be out on August 5, 2022. The adjuster did authorize the repairs and once we can stop the water infiltration, we will look at replacing roofs. The roofing company and I are in contact with the adjuster and sending pictures of damage and repairs. I will continue to send out reports as I have information or updates. I thank you all for your patience and understanding as we all navigate through this.

Dorothy