

July 31, 2022

We had another downpour last night and several more calls. I understand your frustration and apologize for damage you are incurring. Please document all damage and an adjuster will be reviewing to include in our claim. I also spoke with Robert our adjuster this morning and he stated that if you are able, to poke a hole in the ceiling where it is bubbling or bowing and direct the water to a bucket. This will relieve some pressure and allow the water to drain that is built up between your ceiling and the roof. I know this will be difficult for many of our homeowners so I will be sending our techs out tomorrow to help with this.

I know it seems like we are standing still, and things are not being done but we can only do so much. Our 5-star rated roofing company is doing their best and will continue to work on roofs until we are watertight. I have now been authorized to coat all roofs--- covering up all damage. This will hopefully cover the area where water is getting in.

Our techs have done everything they can to stem the flow, and nothing seems to be working. I have spoken to our insurance agent and adjuster for advice and have sent everything to them that they need. We continue to document all damage and complaints and are handling them the best we can.

If you are having problems with your electrical, you can call out an electrician. If he determines your issue is from water infiltration, get an estimate and we can submit it to the adjuster.

I know that I have sent out multiple updates and apologize if you are getting overwhelmed, but it is important for our owners to know the situation and know what is being done. I continue to ask for your patience and understanding as we navigate through this catastrophic situation.

Thank you all.

Dorothy

