

August 26, 2022

Happy Friday!

Yes...it is a good day! Our roofer is working on the first roof replacement today. W&D has committed to 3 roofs per week, possibly 4 depending on weather. The roofs have been prioritized by severity and damage. We will also prioritize on the status of roof leaks, those leaking will move up and those that do not leak will move further down the list...sorry. The first 10 roofs to be replaced are as follows:

435 Tierra 444 Sarta 132 Sarta 357 Quinta 247 Sarta 132 Pena

373 Pena 186 Quinta 386 Quinta 231 Sarta

This is subject to change if deemed necessary. The order may change if the location of buildings is close.

I will send out weekly updates showing the roofs that will be next in line. The roof will be taken off down to the deck and replaced as needed. Please keep in mind that when they replace the roof there will be a lot of noise and mess. I have been assured by the contractor that any mess or issues will be taken care of after the new roof is installed. Please contact office if there is an issue and we will work with the contractor to get it taken care of.

We have brought in Titan Restoration and Stratton Restoration. They will perform the testing of your unit, initiate abatement if needed, tenting, demolition, and restoration. Please let the office know if you are using someone outside of these two companies or if you would like for our contractor to take care of things for you. If you want our contractor to handle the process, we will need authorization to release keys. We will be watching over these crews and getting status reports.

We had 12 units tested this week and all 12 came back less than 1% meaning the level of asbestos was non-existent or labeled as a safe level. This is great news as this makes things move along a bit faster.

The process for the remediation and restoration is as follows:

1. Testing.
2. Results back in 24hrs, if the level is low, they can begin demolition, skip to step 4.
3. If the level is at an unsafe level, the contractor will apply for a permit and there is a waiting period of 10 days before they can start.
4. Once the techs have the clearance they will go in and contain the area if the affected area is a kitchen or bathroom the unit becomes inhabitable.
5. Crews will begin with the demolition and removal of debris.

6. Negative air flow must be run for 24hrs to make sure the air is cleaned.
7. The unit is ready to be restored.

FYI—Moveout, packing, furniture moving, storage and living expenses are not covered under this claim. The owner will need to file on their insurance or pay the cost out of pocket.

I am told that once work begins in your unit it will take 2-5days depending on damage. Once the roof is replaced, the contractor will be back in to do the restoration. Liliana is working extremely hard to facilitate everything around owner's request. Please keep in mind that our main goal is getting your unit restored as fast as possible and things back to normal.

We had many units that the adjusters were unable to get into. We will have another adjuster assistant here on Monday around 11am to try and fit some of these in. PLEASE if your unit was missed, give us a call and permission to enter. This is a requirement for payment of damages. If you have chosen another outside contractor and want reimbursement for costs, your unit must be seen by an adjuster for them to add to the claim.

In other news---_It seems as if the monsoon is dissipating leaving us some breathing room finally. Our crew was hoping to start painting N Pena Pool this week, but the forecast was a bit wishy washy. They were able to get most of the deck painted as well as the cabana. The pool painting will begin Monday---fingers crossed we can start filling on Thursday.

The landscape crew has really been working hard and you can definitely see where they have been. Things are starting look good and will only get better as they hit the zones. If you have a request, please call the office and we will hand it to the crew as they start your zone, unless it is a dangerous situation in which case it will be handled immediately.

The painters have finished up their schedule here and have moved on. We will be looking at our options for next year for painting. We will be exploring hiring our own crew versus hiring out. We are hoping to start the schedule for next year in February or March.

I know many of you have heard rumors of a special assessment in the amount of \$1000-\$2000 per unit due to circumstances beyond our control this year. I want you all to know that there has been no discussion on this, and we are doing everything within our power to avoid this.

Have a wonderful weekend and do the "NO RAIN" dance.

Dorothy