

August 5, 2022

Another crazy week but we are finally getting a handle on things!

Every roof is being inspected at this time to see which ones have hail damage and which ones do not. So far, we have 82 buildings with hail damage, and I have lost count of the number of leaks. We still have about 20 buildings to inspect so this number may go up. The adjuster has been in and will continue to be here at least till the first of next week. Some interiors are being inspected and he will forward this to the other "interior" adjusters for review and to get them started.

The adjuster will be on site tomorrow and possibly Sunday. He has a list of the units who have reported water damage and will be seeing as many as possible. There is a chance you may hear some noise outside as he uses a drone to assess some damage.

I was told today that the interior adjusters will be in anywhere from the 15<sup>th</sup> to the 22<sup>nd</sup> of August. They will need access to all units reporting water damage. I do not have a schedule at this time but will let homeowners know as soon as I know. Most likely we will need the owner/caretaker on standby or get owner's permission to enter.

I apologize that I am unable to give dates when action will be taken on your building. Our crew along with the roofing company has been on roofs for 2+ weeks now making repairs after repairs that we know are only temporary. Our number one priority right now to keep water out of your units...until this is done, we cannot move forward with ripping off roofs. Once the roofs are assessed and we know how the claim is going to work we can then start scheduling the replacements and other repairs that will be covered under this claim.

Passing along information. I had a resident contact me this week who thought they breezed through the storm without receiving any damage to their vehicle...turns out that they had considerable damage from the storm that wasn't noticeable. It might be a good idea to have your vehicle checked for damage.

I know that this is extremely stressful and frustrating for those who have leaks and damage. There are times that it feels like we are moving backwards, and things are not getting done, but there is a ton of work being done behind the scenes that we are not aware of. This is a process and unfortunately, we must climb the ladder to get to the top; I say we are about halfway there. I am optimistic that we will have better information next week to share.

In other news...Our landscape crew has finished off the area between Quinta and Pena on the South end and it is looking wonderful. They have moved to the area of N Sarta

and Tierra. They are doing a wonderful job for us, and I am very happy to have them back.

For our owners 60+, there is a program in Green Valley that provides meals. The cost for this program is \$3 your first visit then free afterwards. Lunch is served at 11:30 Mon-Fri with meals available to take home on Fridays. Special dietary needs can be met. No transportation, no problem as Sun Tran can pick you up. For more information, please call Carla at 520-393-6814. This is a great program for our residents who are unable to shop or prepare nutritious meals for themselves plus there is an added benefit of socialization.

All dogs are to be leashed and under owners' control at all times. This is not only a Villas West rule, but also a County Law. I have had several complaints lately about dogs running in the park on Pena and even chasing someone on a bike. This is unacceptable and I urge people to call animal control if you see this happening. For those who allow their dogs to run free, there are dog parks in the area that you can take your dog to for socialization and a "play date" with friends.

I have had a couple of issues come up this week and want to take a moment to remind everyone--there is absolutely no reason to ever call our employees or our vendors derogatory names. I do not appreciate the disrespect for these fine people doing the work for us or trying to make our community beautiful and safe. They deserve respect and I ask you all to give this to them.

It has been a bit chaotic this week directing roofers, our crew, and an adjuster so I must apologize if I have missed returning some calls or e-mails.

Dorothy