

July 29, 2022

Whew, we made it through another week!

We have 58 buildings with a reported 97 individual units leaking.

We continue to have roof leaks and we are working on getting them all patched. The roofers and our techs have made multiple trips to units to try and patch and will continue to until all leaks are stopped. I understand your frustration and I apologize for not being able to do much more than what we have. Please be assured that your leak is our number one priority right now and we will do whatever we can to help you out. That being said, I have spoken to a couple of roofers who have stated that putting plastic sheeting on the roofs is not an option and could make the situation worse. Remember, we are working with flat roofs and the actual damage may be over another unit, but the leak shows in yours.

Our insurance adjuster will be out on Friday and would like us to show some of the interior damage that has come from this catastrophic storm. I will be contacting certain owners for permission to allow the adjuster in the unit. At this time, we do not have a priority list as all the roofs we are attending, and all the interior damage is immense. We will be working on a priority list next week so if you have some pictures of the damage to your unit, please email a copy to me at gm@villaswest.org or to Liliana at admin@villaswest.org. We are hoping to start a replacement plan for roofs once the adjuster has done his review.

I have attached a copy of our insurance certificate and the CC&Rs are available on our website (villaswest.org) under Board Governing docs. Please share this information with your agent if you file a claim, this will help the office tremendously as we will be able to finish our tasks without having to stop and get this information to your agent.

People have come up with ingenious ways to stem the flow of water as you can see below. One owner took her blind string to direct the stream of water into a jar. Another owner came up with the idea to use a modified gallon jug taped to a wall to direct any dripping water into a trashcan below. Ingenuity at its best!!

We are blessed to have some wonderful owners who are helping their neighbors cleaning up the mess, doing villa checks for other owners and helping in any way they can. You are greatly appreciated by all the staff as this is freeing up the time needed to work on the roofs. We also want to thank those residents who have taken their time to share a few nice words and have been so patient and understanding of the situation.

I also want to send a shout out to our tremendous staff. We have had landscapers on roofs sweeping off water. Our techs and our masons all working on these roofs along with a crew of 10 roofers. Our techs have made multiple villa checks to check for leaks for those owners who have no one available to do it. Liliana has handled all the calls and emails while maintaining a wonderful attitude and keeping us all on track. They have all stepped up and are doing whatever is asked of them without complaints. We will continue to check those villas who have requested a check and will continue to check until we know the leak is fixed.

In other Villa news...today is the last day for Santa Rita Landscaping. Those owners around south Pena probably have noticed our new crew out working on the grounds. I have heard only positive feedback for making this move and I honestly believe our residents will be much happier. The team will be going back to their zone work, and we will get a map out soon showing this. This first round through the zones will be for cleaning up and making the area look like someone has been there and then their second time through they will be doing more in-depth work like trimming the dead out of trees and removing dead plants.

Our paint for the pool did not arrive so we will keep our fingers crossed that it comes in next week so we can get the N. Pena pool finished. I know many of you have waited a long time for it to open and will be glad when it is.

I wish you all a wonderful weekend and try to stay dry.

Keep in mind our tech cannot respond to calls after dark or in the rain. If you have an emergency during these times, the tech will get to you as soon as he safely can.

Dorothy