

September 2

I apologize for getting this out so late. I have tried sending this multiple times since Friday, but computer issues prevented it from going through.

Good afternoon, all!

Good News...N. Pena pool will be open this Sunday! We are waiting on some deck paint so there is a small area that still needs paint but other than that, it is good to go.

We are still dealing with the insurance company on the storm damage, but we have been able to start replacing roofs. The following roofs are scheduled for next two weeks:

132 Sarta	357 Quinta	247 Sarta	373 Pena	186 Quinta	341
Penasco	386 Quinta				

We have set up our schedule for replacements based on necessity. Our first 30 roofs are the ones that we cannot stop the leaks on, or they have severe damage. After the first 30 roofs are replaced, we have a little wiggle room if we need to move some up.

I have created a Restoration Process (see attached) to help you understand the process a little bit better. There is absolutely no way to make this easier on those who are living in their units full-time. We will do our best to help where we can. Several of our staff have offered to help move furniture if needed and we are allowing residents to move items to the patio if needed.

Please forward all paid invoices to our office for submission to the insurance company for reimbursement. If you have estimates and want to make sure repairs are covered, please send to the office and we will forward to the adjuster for review. I cannot tell you what all will be covered and give you definite answers at this time.

All units that wish to be covered under this claim must be viewed by an adjuster. If you have damage and your unit has not been seen, let us know so we can get you on the schedule. If you are working with a contractor other than Titan or Stratton, PLEASE let us know so we make sure that all villas are taken care of.

I want to take a moment and remind everyone that our crew will pick up bagged or boxed landscape debris on Monday's and Thursdays only. Bring your recyclable material to the recycle bins and any other items you want discarded please schedule with the office for bulk pickup on the third Friday of each month. Our crew has been informed that they are not to pick up items on the curbs unless it is scheduled.

Beware...they are out!! Yes, I am referring to the snakes. One resident unfortunately discovered a small snake hiding in her trashcan recently. Watch the ground closely and be extremely careful around rocks and landscaping.

The "gummer" people are back. One resident that parks on Tierra has had their vehicle tagged twice with chewing gum. If this happens to you, please report this vandalism to the Sheriff's office. I will be researching some security measures for the property during our budgeting workup.

I want to let the residents that generously donate to our "Employee Appreciation" fund that we do use these funds for the benefit of the employees. As we get closer to the holidays, I like to save donations for bonuses. During the rest of the year, we use these funds for lunches and such for employees. Today we ordered in Arizona Family, and all sat down to a hamburger lunch. The staff enjoys receiving these "surprises" and they deserve to be treated every once in a while. Unfortunately, with all that has been happening, I have not been able to schedule "treats" for the employees like I have done in the past, but I am hoping to get back to this real soon.

I wish you all a wonderful weekend. Remember, our office will be closed on Monday for Labor Day. See you all on Tuesday.

Dorothy