



**Green Valley Villas West  
Condominium Association**  
460 South Paseo Quinta  
Green Valley, Arizona 85614  
(520)393-7891, [www.villaswest.org](http://www.villaswest.org)

Dear Villas West Owner,

Recently our community experienced a catastrophic storm that damaged 117 buildings and causing over 150 leaks. The staff of Villas West and W&D Roofing have worked diligently to stem the infiltration of water into these units. All units have been patched and many received a silicone and roof coating. We are hoping these temporary repairs will hold up until we can have the roof replaced.

The forecast for the next week shows rain every day and unfortunately, we cannot guarantee that the repairs will hold up. Please report any leaks or damage to the office. We remind our owners that if you have made repairs to your unit prior to the roof being replaced and said repairs are damaged due to a leaking roof, you will be responsible for the costs of repair.

As for replacing the roofs, we have had all the new foam roofs re-foamed, coated and all have the original warranty. W&D have been contracted to replace all roofs and this will begin early next week. All roofs have been prioritized and will be replaced according to severity of damage to the roof and interior. This unfortunately will take some time to get through and we ask for your continued patience as we go through this process.

As stated above, we had a report of over 150 interior leaks. Our adjusters will be on property next week and will be assessing the interior damage on these units. If you have an interior leak, please notify the office. All unit owners will need to make sure we have access to all units either by themselves, a caretaker or by a key from the office. We will have a tech accompany the adjusters to any vacant units. Unfortunately, we are unable to give you a time when they will be at your unit, but if you see the posted maps, this will show you what day your unit will be viewed.

We have been told by our adjusters that the damage to the inside of these units will be covered under this claim since the damage to the roof was caused by hail. "Betterments and Improvements" will not be covered, meaning if you have granite countertops, you will receive a credit equal to the basic price to go towards replacement. We understand that some of you have filed claims or have paid for mediation assuming that the damage to the interior was not covered. We ask that you submit invoices to the office for reimbursement or payment. We will forward all invoices to the insurance company for their review and payment.

The office has contacted a restoration company and most likely will be working with a second company to remove the fallen ceilings, insulation, and debris. These companies are also certified to perform abatement and reconstruction. We are hoping with working with two companies, we can get everyone back to normal as soon as possible. Most likely these contractors will begin mediation the week of the 29<sup>th</sup>. Once again, the restoration contractors will need access to your unit during the remediation period and for reconstruction once the roof is replaced.

We sympathize with our owners and understand the frustration you are experiencing. Please know that our staff has done all that they were able to do and went above and beyond their duties to try and help our owners. They have followed direction from the insurance company and will continue to do so until this is all settled.

We all need to show patience and support to our staff and contractors as they work vigorously to return your home to prior condition, if not better.

Sincerely,

Villas West Board of Directors