



Hurricane Sally Update - #7

September 21, 2020 – 6:00PM CDT

Today was a big day, with a lot of progress. We will outline the events of the day below.

Building and Structural Overview:

- SERVEPRO has over 30 individuals onsite going unit-by-unit doing water extraction from floors, carpet and walls.
- An Industrial Hygienist has arrived onsite today. – An industrial hygienist’s job is to provide oversight and accountability to the work the SERVEPRO team is doing. She will certify their work to our team, the insurance companies, and owners.
- Our Independent Insurance Adjuster arrived onsite today and is working on a preliminary report.
- Structural Engineers arrived onsite today and are in the process of analyzing the building’s structural integrity. We expect a more defined timeline from them this week.
 - **IMPORTANT– Neither our insurance carriers, nor the City of Orange Beach will allow us to open the property to non-certified individuals until the engineers complete their report.**

What about my unit? And What can I expect to find?

Beginning today Amora Magnus has been attempting to reach EVERY owner by phone. The purpose of her call is to:

- Report “What we know” about each owner’s unit(s)
- Ensure we have proper communication channels; Phone Numbers, email addresses
- Ensure we have Door Code Access

If you have not heard from Amora by end of day tomorrow (5PM CDT), Tuesday, September 22, 2020 please send an email to PBCOA.Sally@gmail.com with a best contact phone number.

Also, beginning Today Chloe Andrew has begun going unit-by-unit taking photos that we want to share with owners. She will photograph every room of your condo, and we will send them to you via email. Those photos will come via palmbeachfrontdesk@festiva.com, please make sure you look for this address, given it may go to your SPAM folder due to the photos. **This task is**

more time consuming (particularly with the spotty internet service) and will be completed by the end of the week, and hopefully sooner.

Site Visits/Visitors

- Currently only certified personnel with task specific business are allowed on property due to the safety concerns outlined above.
- Insurance Adjusters, Owners and Owner's representatives will be allowed onsite as soon as we receive clearance from our insurance carriers and the City of Orange Beach. As hard as it is to say, and certainly to read, we DO NOT know that date as of this writing.
- **Rental Guests and Visitors – NO DATE HAS BEEN SET FOR THE RETURN OF RENTAL AND VISITOR GUESTS.** We recommend that all rentals through the month of October should be cancelled.

FEMA Disaster Relief

Our complex falls within the zone eligible for FEMA Disaster Relief and applications can be completed at: <https://www.disasterassistance.gov/get-assistance/address-lookup>

We highly recommend you begin to file a claim.

Insurance Claims

It is not too early to contact your insurance agent to begin to file your insurance claim. We will have more information regarding the PBCOA claim as this week progresses.

Marketing Emails

A number of owners have received emails from real estate agents and subcontractors offering to inspect units on the owner's behalf. While we do not believe there is any ill-intent, in the messaging, they appear to be "marketing" related materials. Important to note: these individuals DO NOT have any special clearance to enter the property at this time. If you wish to contact them and have them inspect your unit at such time as we can allow site visits, that is your decision to make.

Utility Service Update:

- The Palm Beach Complex water service has been restored
- The Palm Beach Complex is currently without internet/phone/TV service
- Cell Phone Service in Orange Beach is available but in & out, and spotty

Owner Unit Notes:

****IMPORTANT** IF YOU HAVE NOT PROVIDED US ACCESS PLEASE READ BELOW**

- **Unit Access IS REQUIRED AT THIS TIME – WHAT TO DO:**
 - If you have a door lock that is managed as part of the Festiva Program, or our Front Office Team, with RFID Cards – NOTHING IS REQUIRED OF YOU

- If you have a remote or electronic lock that you or your rental company manages – **immediately assign a code for PBCOA access and provide that number to: PBCOA.Sally@gmail.com**
- If you have keyed access to your unit – **Immediately FedEx a copy of the unit key to: Palm Beach Resort c/o Front Desk, 22984 Perdido Beach Blvd., Orange Beach, AL 36561**
- At the appropriate time over the next few days the team will enter and assess all units for damage and remediation requirements.

REMINDER: Communication Channels:

In order to allow him to focus on the immediate task at hand, Kevin Gilliland has been instructed by the Board to avoid responding directly to owner's calls, emails, texts until further notice. Rather we ask that all communication be directed to:

PBCOA.Sally@gmail.com

Thank you for your consideration and concerns. More to follow as information becomes available.

Mitch Lipon
PBCOA Board President