



Hurricane Sally Update - #3

September 17, 2020 – 5:00PM CDT

Owners,

Communications and Expectations Moving Forward

As expected in a situation like this, the PBCOA Board Members and Management Team have been flooded with calls, texts, and messages with questions regarding the status of the property, and of course individual units. Please know we understand your need to know and concerns and are going to make every attempt to keep you informed.

With that in mind, we thought it best to establish a set of expectations related to communication, etc.

Our goal moving forward will be to attempt to send out an email, and Facebook post at the end of every workday, (and yes that may, or may not include weekends) for the foreseeable future, with an update of that day's announcements, events, progress, and/or activities.

Where We Stand Today

Utility Service:

- The Palm Beach Complex is currently without electrical power
 - Best guess estimates are 7-10 days minimum before power is restored
- The Palm Beach Complex is currently without water service
 - There is no current estimate when the Orange Beach pumping station will resume service
- The Palm Beach Complex is currently without internet/phone/TV service
- Cell Phone Service in Orange Beach is available but in & out, and spotty

Building– Common Property Element Notes:

- **The Building is CLOSED to ALL Visitors and RENTAL Guests**
 - We have currently closed the building and evacuated all residents and guests.

- We hope to have the property secured for owners to visit as soon as October 1, 2020, watch for announcements on this subject, we are very aware of your need to visit your unit, but have to secure the site for safety reasons first.
- **Rental Guests and Visitors – NO DATE HAS BEEN SET FOR THE RETURN OF RENTAL AND VISITOR GUESTS.** More info to come ASAP
- Today was the first day we were able to meet onsite with vendors and BE-CI (our engineering firm).
 - Task #1 – Evaluate the structure for safety and structural stability
 - Task #1A – Create an initial checklist of tasks and responsibilities
 - Task #1B – Secure the site from future water damage, as much as possible
- Due to the lack of power, the team is making efforts to secure commercial power generators – At this point we have not succeeded, anyone with a connection in that area is asked to contact us at PBCOA.Sally@gmail.com
- Water remediation is not possible at this point due to lack of power

Owner Unit Notes:

- **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.
 - Please, Please, Please, resist the urge to ask for your unit to be inspected. We cannot honor these requests at this time, but understand your frustration and desire to know, but we have to prioritize and coordinate activities to make the best use of time and resources.

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