



Hurricane Sally Update - #10

October 2, 2020 – 4:00PM CDT

As mentioned in the [Presidents Message 09/30/2020](#) this is the first of what will be weekly updates, that we will be publishing every Friday. If we have other information that requires immediate release, those notices may be sent independently.

Our Team is working incredibly hard for you!

I wanted to take a moment to reflect on where we've been and what has been accomplished over the last 16 days. First, I wanted to personally thank and commend Kevin Gilliland for all the time, energy, and personal sacrifice he has put into our building, and home-away-from-home. For those of you that are unaware, Kevin's own home was significantly damaged in the storm, and yet he spent the first 10 days post-Sally on our property managing the emergency, and then remediation efforts, before he ever even considered his own situation. In addition, Kevin's fore thought and connections throughout the Island and Baldwin County, allowed us to be First-In-Line with many key players and companies, allowing our efforts to begin immediately, and without delay. I would hope that you would join me in thanking him for his commitment, and unselfish efforts the next time you see him.

Next our team, Chloe, Amora, Will, our maintenance staff, engineers, hygienist, and all of the players we've been able to leverage based on our relationship with the Festiva organization have all gone above and beyond in this effort. Last, the members of our Board of Directors, Kevin Blocker, Daniel Hamman, Philip Erstine, and Nancy McDonald have all done amazing work on tasks they've happily accepted and will continue to work on your behalf.

All of these people deserve our gratitude and we would not be where we are today without any of them.

On that note, and on behalf of the team, I also wanted to thank all of the owners for their patience and understanding. Even though at times anxiety and frustration have gotten the best of all of us, and understandably so, for the most part your support, questions, and insight has pushed us to keep on focused and on point. Please know that while we may not have done everything to your satisfaction, or delivered an answer as quickly as you may have wanted, we've done everything we could to share the information as it became available, and will continue to do so for the duration of this project.

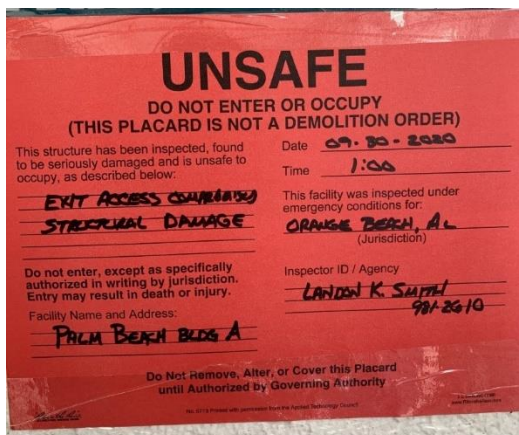
Progress Since Our Last Update – Palm Beach Resort

Given our last update was on Wednesday, not a lot has changed with the following exceptions:

- At this point, drying of the buildings that were water-damaged by Hurricane Sally is ongoing, and there will be removal of wet and damaged drywall this week and next and more drying that will be necessary as that work is done. This work is being performed by SERVPRO under direct supervision of J.S. Held, both approved and coordinated by the COA's insurance carrier.
- Demo continues and as mentioned in earlier Updates, and we will post contractor updates as we receive them to provide you greater insight into the progress. You will find these updates on the [Facebook page](#) and on the [Owner's Corner web page](#) we are managing.
- Many water heater and A/C units are being removed from the external and adjacent closets on units at this time in the A building in order to perform remediation.

Your Safety Matters

We ask that you do not visit the property as this time. We understand your concerns, but we are currently a high-risk area for bodily harm and death due to structural and egress issues with the A building, mold toxins, and we are navigating wall repairs and water mitigation in both units and common areas. In addition to the mitigation efforts, the property is without a fire suppression/alarm system and is under fire watch. All these items are a risk to your health and safety. Please note: We are obligated to follow these directives from the City of Orange Beach, and our insurance carrier, and we do not have a choice in the matter. Remediating the issues has been a primary focus from day-one, and as soon as possible we will demand that these restrictions be lifted.



The contractors performing the mitigation work have also requested that the property be clear of unauthorized personnel so that they can maintain forward progress with remediation. It is in all owners' best interest for the contractors to stay on schedule and expedite repairs. When the work site is disrupted, it delays reopening.

Please continue to schedule visits using the most recent protocol in place as follows:

1. At least one day prior to the day of the site visit, schedule a specific appointment time by calling or e-mailing Chloe Andrew, Assistant General Manager, to arrange an employee-escorted visit to your unit: (251) 979-2975 or candrew@latourgroup.com.
2. Download and sign the following [liability waiver](#) and either deliver to employee prior to the site visit or e-mail to candrew@latourgroup.com prior to the site visit.
3. Check-in with security when you arrive at the property.
4. Check-out with security when departing.
5. Limit visits to your unit(s) – property walks are not permitted.
6. No children or groups allowed.
7. Owners are not allowed to speak with contractors or request their assistance with anything.

Owner Visits

We will continue to update you as to when we can have a less restricted site visitation policy. Please know that not a call, meeting, nor conversation passes where it is not a top topic.

Rental Guest Visits

At this time no rentals or overnight stays are permitted through November 30, 2020. We hope to have a much clearer picture of the remediation needed within 30 days.

Streamlining Communications

When the crisis first occurred we scrambled to develop a means to communicate. We used the Facebook page, and set up the PBCOA.Sally@gmail.com email address. They worked well, but as we move out of the emergency stage, and into the remediation stage, they have begun to cause issues with tracking individual owner questions, and concerns. For that reason, we have created a the [Palm Beach Owner's Corner webpage](#) for centralized updates, reports and announcements to keep all owners informed with the latest information. There you will also find a link where you can submit questions and concerns, and our staff will track and respond as required. We will also continue to post updates, and photos as they become available to the Facebook page, but request that all questions be submitted from the website so nothing falls through the cracks.

Important Note: The PBCOA.Sally@gmail.com account will be closed effective Monday, October, 5, 2020.

If you have a non-emergency question or concern, please note, a staff member will be able to assist you during the following office hours.

Office Hours: 9 AM - 5 PM CST

We recognize the disruption for everyone and we appreciate your cooperation and understanding as we navigate the repairs to our beautiful property.

Sincerely,
Mitch Lipon
PBCOA Board President