

The Reserve 2018 Roofing Timeline

RC=Roofing Committee (Bill Johnson, Dan Herzog & Santo Cimino)

1/11/18-Board Meeting discusses the intent to meet with Keyes Claims to discuss much more extensive roof damage than first thought caused by Irma. Conversations with Brian Gorman (Colonial Roofing) indicate that all of our roofs have been compromised by Irma. All dry patches on roofs have been purposely left open for Insurance Claim reviews.

1/19-First meeting with Keyes attended by Bill Johnson (Reserve), Lanny Formaro (Southwest PM) and Suzanne Winfield (Keyes). Keyes proposal was presented indicating we should seek all new roofs and windows from our carrier ACA. Our policy carries complete replacement coverage. Keyes take 10% of all settlements over and above our \$375K deductible.

1/23-Second meeting with Keyes attended by Bill Johnson, Santo Cimino (Reserve), Lanny Formaro, and Suzanne Winfield. Keyes modifies contracts to specify Keyes will pay all expert costs associated with the project. Suzanne agrees to attend our Annual Board Meeting on 2/8.

1/27- Santo and Bill decide it's premature to have Keyes present at the Annual Meeting. Instead they decide to pursue a direct claim for roof replacement on their own with our carrier ASI.

2/5-Meeting with Todd Gazelka (ACA adjuster), Sam Neidigh (IRMS-our agent), Bill Johnson, Santo Cimino, and Larry Formaro. We clearly communicate our intent to seek total roof and window replacement per our policy. ACA adjuster states we should have a response back in about two weeks. He proceeds to spend the rest of the day examining roofs and windows.

2/28-Results of the ACA settlement are received. They will pay us nothing since the amount of the claim only comes to \$32,827.13 and is far below our 3%

deductible. The Reserve Roofing Committee is not pleased. Bill Johnson calls a meeting the next day @ 10:00 AM to discuss next steps.

3/1-8:30AM -Bill makes a call directly to our IMRS agent, Sam Neidigh and voices his disappointment at ACA's poor response. Sam instructs Bill to obtain a full detailed proposal for all new roofs from Colonial Roofing and to forward it to him. Sam will then get it into ACA for further review and consideration. The case is not closed. Bill immediately contacts Brian Gorman of Colonial and makes the request.

10:00 AM-Bill, Santo, Dan Herzog, the Roofing Committee (RC), and Lanny meet at poolside conference room. After much discussion, it is agreed that we need an engineering firm's analysis report confirming our roofs have been compromised due to Irma to accompany the full proposal from Colonial. Lanny and Bill place calls to Brian Gorman to update him on our need to have engineering support to augment his proposal. Since Colonial does not have engineers on staff to provide this, he recommends Forge Engineering. A call is placed to Casey Ward (Forge) and a message is left.

3/4-Proposal from Forge Engineering is received for a Post Hurricane Irma Roof Evaluation for the sum of \$4,500.

3/6-Bill, Dan and Santo (RC) meet with ABC to discuss their capabilities to take over and manage entire roofing project. This includes dealing directly with ACA, making any and all roof repairs and further mitigation this summer if needed on our behalf. With rainy season fast approaching and the Board heading back north for the summer, this solution is most appealing.

3/8- March board meeting held. Bill presents four options available to us regarding the roof replacement project. Motion made and passed to pursue Option 3 (ABC) pending further due diligence and reference checking. Motion made and passed to engage Forge Engineering with roofing project.

4/9- Post Irma engineering evaluation report from Forge Engineering received. Report confirms all roofs have been severely compromised from Irma and need complete replacement.

4/10-The RC meets with ABC to discuss next steps. We had very good discussion regarding moving forward with the project. The plan is to have ABC submit a claim for all new roofs coupled with the Forge report. ABC was very optimistic for a positive outcome as a result of the Forge findings. They estimate a response back within 3-6 weeks. However, if need be, they are prepared to file a CRN with the Florida Dept. of Financial Services. ABC will provide us with a rough project plan with key milestones for us to track various activities. Roof tile samples will be displayed poolside.

4/12-Monthly Board Meeting at the pool. ABC information and status shared with unit owners. Question and answer session conducted. ABC Contracts will be reviewed by Robert Samouce, Reserve attorney.

4/13- Bill Johnson met with Robert Samouce, the Reserve attorney, at his Naples office to review ABC contract. Mr. Samouce approves the contract and gives his go ahead to proceed.

4/18- Contracts with ABC are signed and submitted to ABC. Roofing tile samples are ordered.

4/24- Sample roof tiles are delivered and set out under the pergola for owners to review.

5/3- Second insurance claim for complete roof replacement from ABC is received by ASI totaling over \$2M. ASI will be sending out a second adjuster and engineering specialist to review all roofs.

7/2- As of this date, there has been no response back from ASI from the second insurance claim filed on 5/3. On 6/5 and 6/6, the engineering companies of J.S. Held & Weather Event and a second adjuster inspected all of our roofs and entered several units to inspect the water damages. Dan Herzog accompanied the inspectors while entering the units. As soon as we receive a response from ASI, more updates will be posted. This sort of delay is not surprising and should be fully expected.

8/6- The Roofing Committee (RC) and the entire Reserve Board is pleased to announce we have reached a satisfactory settlement with our insurance carrier

(ACA) for full roof replacements based on damages incurred by Irma! There are a few details remaining to be worked out between ACA and our roofing contractor, ABC. We will continue to keep everyone informed of our progress moving forward on this important project. We would like to thank everyone for their patience which has indeed paid off!

11/9- Much work has taken place since our last update! Finally, some substantive progress to report! Numerous meetings have taken place between ABC and the RC over the last month. On 11/6, Bill Johnson met with the Reserve attorney, Rob Samouce, to review final contracts with ABC and the final release agreement from ACA. Approval to proceed was given with some minor changes. As of 11/8, final agreements have been signed with ACA and ABC! An agreement with Forge Engineering, an independent engineering firm, to oversee the project was also signed. The RC will be meeting with ABC in the coming weeks to review a detailed project plan and to set a firm start date. ABC will be using the “overflow” parking areas for staging of roofing materials. Therefore, we will be prohibiting parking of cars in these overflow parking spaces once the project is underway, with the exception of those residents whose buildings are being worked on. Please be respectful of this policy.

11/19-Meeting with ABC to discuss project schedule. Roof work demolition is due to begin on **Monday, 11/26**. Plans are to begin work with the 24430 building first and then to proceed down the line with 24440, 24431, 24451, 24450 etc. Please check the Construction Notice posted on the bulletin board. Additional flyers will be posted on individual buildings to notify residents of specific start dates. Dumpsters will be placed in the driveways. Residents in those buildings will not have access to their garages and are advised to move their cars to the east guest parking areas. **Again, parking in any of the guest areas will be strictly prohibited with the exception of those residents whose buildings are being worked on.**

12/22-ABC commenced demolition and “dry-in” of roofs on 11/27. All 12 buildings were completed in record time on 12/13. Pressure washing of all driveways was completed on 12/15. All equipment, dumpsters, and port-a-podys have now been removed for the Christmas holidays. Roof tiles have been ordered and are expected to be delivered some time around the latter half of January at which time, heavy construction will resume with the roof tile installation. Estimated completion of roofs will be 8-10 weeks. Once the work on the roofs

resume, there will be absolutely no parking in the guest parking areas except for those residents whose buildings are being tiled. The Board wishes to thank the residents in advance for their cooperation and patience during the upcoming construction phase!