



January 26, 2016

Dear Homeowner,

As many of you are already aware, the storm that struck Tucson on June 30th, 2015 greatly impacted your community.

As your Management Company, we understand the importance of a timely response for events such as this. Following the storm we promptly dispatched crews to your association to assess the damage and to secure any potentially dangerous situations.

Upon our initial investigation, substantial damage was discovered that warranted pursuing an insurance claim with the Association's insurance carrier. The Board of Directors initiated an insurance claim and has been working with Lincoln Hancock Restoration to help us through the restoration process. Many times claims this large take many months to finalize before construction actually starts.

Lincoln Hancock Restoration is currently scheduled to begin replacing roofs and other exterior components on February 2, 2016. Please understand that weather and other factors can impact the schedule. Lincoln Hancock will be posting a notice on your garage door 24-48 hours before work is scheduled to begin on your building. In preparation we ask you to remove any items on the exterior of your home. This includes but is not limited to grills, chairs, tables, potable plants, wind chimes or any other items that you may have placed on the exterior of your home. There is a possibility that any items left out on the exterior of your home could be accidentally damaged during the restoration process.

We also ask that you remove all pictures and other items from your interior walls as well as glass globes that cover light fixtures. Construction related vibrations may result in some minor movement on the interior of your home, so it is important that you do an inspection before construction starts and safely secure any items of value that could become damaged.

If you need to use a vehicle while work on your building is taking place, you will need to make sure it is moved prior to work commencing and parked in an area out of the work zone. In some cases we may need to place dumpsters in a drive area or parking stall. We will do our best to notify you in advance and to remove them as soon as possible.

Satellite dishes mounted on the roof decking will need to be removed as part of the restoration process. The Board has requested that we do not remount any satellites onto the roof decking



after the roof is replaced. Any satellites not remounted will be left at the corresponding owner's door so they may communicate with the Board regarding the appropriate place to have it installed as well as coordinate with their service provider.

Typically construction will start as early as 7:00am and we will work as long as possible within compliance of local ordinances. The longer days Lincoln Hancock works, the sooner they will be able to complete all of the necessary repairs and/or replacements.

Daily clean up is mandatory and they are very sincere about this. They understand this is your home and will do their best to keep the community as clean as possible.

All construction related issues should first be reported to the Lincoln Hancock Construction Supervisor as they are aware of the daily schedule of events and are on site. If you feel you are not receiving the level of service you deserve or have any additional questions or concerns please contact Aimee Adams, Director of Client Services at Lincoln Hancock Restoration.

Onsite Construction Manager, 520-222-6844, service@lincoln-hancock.com
Aimee Adams, Director of Client Services, 888-230-7701 x307 or aadams@lincoln-hancock.com

Otherwise, please contact me if I may be of assistance. I can be reached at 520-877-4618 or by email at Michele.Ganey@associa.us

Thank you for your patience during this restoration process.

Sincerely,

Michelle Ganey
Community Manager