



January 25, 2016

Centre Court Townhomes

Dear Homeowner,

As many of you are already aware, the storm that struck Tucson on June 30, 2015 impacted your community. We understand the importance of a timely response for events such as this. Following the storm we dispatched crews to your association to assess the damage and to secure any potentially dangerous situations.

Upon our initial investigation, we found substantial damage that warranted pursuing an insurance claim with the Association's insurance carrier, which was initiated by your Board of Directors. Lincoln Hancock Restoration has been working closely with your Board of Directors and Management Company to advise and guide you 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 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. Please also be sure any outdoor pets are kept safely away from areas where construction is actively taking place.

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. Additionally, if you store any personal items in your attic please be sure to cover or remove your belongings as roof debris may fall through onto these items during the re-roof process.

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 and/or construction trailers in a parking stall overnight. 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.

In order to be able to access the materials to the building roofs, heavy duty forklifts are required. Please note that any tire marks left on the driveway are not permanent and will dissipate over time.

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 we will be able to complete all of the necessary repairs and/or replacements.

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

During the duration of this project we will have a portal for Centre Court to log into to review weekly updates and track progress. To login please visit our website at www.lincoln-hancock.com and click "Login" on our homepage. Please enter the following login information (the username and password are case sensitive):

Username: Centrecourt

Password: Centrecourt123

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 or service@lincoln-hancock.com

Aimee Adams, Director of Client Services, 888-230-7701 x307 or aadams@lincoln-hancock.com

While it is our goal to complete every project without disruption, we understand that during construction projects emergencies do happen. In the event of an afterhours emergency during this project please call 1-888-230-7701 extension 305.



Please be aware that in order to protect their lien rights, Arizona law requires Lincoln Hancock, as the contractor, to notify you of the professional services and materials that we will be providing to complete the repairs on your home as part of this project. As such, we are required to send you a standard pre-lien notice by mail.

The notice may be mailed to your home, under your name, because you are the person of record as the owner of that address. There is not a lien being placed on your home, and for further peace of mind, be aware that our firm will not be paid until subsequent lien waivers are on file and your association is wholly released.

Lincoln Hancock Restoration is a fully licensed and insured General Contractor and has been contracted by the Centre Court Board of Directors to conduct roof replacements and other repairs at your property in fulfillment of your association's recent insurance claim.

Thank you for your patience during this restoration process.

Sincerely,

Lincoln Hancock Restoration