



## Hurricane Sally Update - #4

September 18, 2020 – 5:00PM CDT

Owners,

### Where We Stand Today

**AT THIS TIME NO ONE IS ADMITTED ON THE PROPERTY – WE CAN APPRECIATE YOUR APPREHENSION BUT WE ARE IN THE PROCESS OF SECURING THE PROPERTY, ENSURING THE BUILDING IS ACTUALLY SAFE AND SECURING THE DAMAGED AREAS.**

**WE CURRENTLY HAVE AN ENTIRE TEAM ATTACKING THIS PROBLEM AND CANNOT COORDINATE INDIVIDUAL EFFORTS TO “HANDLE INDIVIDUAL UNITS”!**

### Building– Common Property Element Notes:

- We have secured and INDUSTRIAL GENERATOR that will allow us to power the entire building and AC units.
- We have a Serve-Pro Army working around the clock to mitigate water damage in ALL UNITS.
- THE DAMAGED AC UNITS ARE BEING BY-PASSED TO ENSURE ALL UNITS ARE TREATED
- Water mitigation will begin IMMEDIATELY post restoring electrical service.
- The Building is CLOSED to ALL Owners, Visitors and RENTAL Guests
  - Insurance adjusters will be allowed on the property mid-next week. We are currently developing a protocol for their visits.
  - 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

### Utility Service:

- The Palm Beach Complex is currently has minimal water 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

## Owner Unit Notes:

**\*\*IMPORTANT\*\* IF YOU HAVE NOT PROVIDED US ACCESS PLEASE READ BELOW**

- **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](mailto: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.

### Insurance Related Matters

Questions have been asked related to insurance claims for owners and wanted to provide some information with this update.

#### Building and Common Property Elements

Once a final assessment has been completed, we will know what, and if, any units have sustained damage that would fall under the COA's Master Policy. These would include things like the Slider in B41 that was blown off in the storm, and any subsequent water/wind damage that may have occurred. It will also include any issues related to water penetration into walls etc. This coverage will pay to restore the unit to the original finish levels that existed at construction. It is important to note that owner's improvements post-construction will be covered by your individual policies. These claims will be filed by the PBCOA, and we have already notified the insurance company of a pending claim.

#### Individual Owner's Units

It is the responsibility of each owner to file a claim with their insurance company for losses and damages related to owner improvements, and loss of income/rents. It has been recommended that you reach out to your agent as soon as possible to establish a claim. This is also a good time to begin gathering documentation and pictures of your unit Pre-Sally, documenting cancellations that have and will result of the building being closed, and anything else related to improvements you have made to your unit.

**Insurance Claims Adjusters** will have access to the building and property but will need access to your unit. You or your rental company will need to provide them an entry code to your unit. If your unit access is managed of the Festiva or Front Desk team, the adjuster will need to get access from the security officer onsite. The phone number for security is: 251-974-5020.

**REMINDER: 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](mailto:PBCOA.Sally@gmail.com)

Thank you for your consideration and concerns. More to follow as information becomes available.

Mitch Lipon  
PBCOA Board President