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STATE OF THE ELEVATORS

We wanted to make you aware of the present state of the elevators and of our expectations over the next few weeks.

First of all the Board has spent countless hours and has been aware on a daily basis of the progress and the problems with the elevator system. They have been in numerous meetings with Thyssen-Krupp Elevators so that the Association can be assured that everything is being done to complete the modernization project by Memorial Day Weekend. We are still on target to meet this objective.

The latest phone conference took place Tuesday, 5/18/21, with the entire Board attending and engaged. This conference included Reid Kelly (Regional President), Chad Posey (Regional Modernization Superintendent), and David Eddy (Branch Manager). This call was to nail down specifics of the plan for the final push to completion.

- 1) TKE has taken measures on each floor before dawn on Wednesday, 5/19/21, to prevent the loss of service issues that have attended the modernized elevator.
- 2) TKE is renting weekend lodging closer to the beach during this period to cut down on wait times in the event of a loss of service. A tech will be dedicated to CSW for swiftest action.
- 3) Every morning the local service tech will begin his day at Crystal Shores West with preventive maintenance and checking any and all systems for issues which may result in loss of service. This will continue for two weeks after modernization is complete.
- 4) Chad Posey came to town Tuesday, 5/18/21, to personally inspect the progress of the project and to make certain that everything was in place to meet expectations for completion.

TKE has ramped up their efforts and continues to put in six day, sixty hour work weeks to finish this project. They have spent tens of thousands of dollars in overtime labor costs that they were not obligated to assume. They provided, free of charge and with free installation, the safety feature which broke, setting us back a month. Additionally, despite the unheard of event (these virtually NEVER break), they have purchased a second such safety to have on hand in case it happens to the other elevator.

We cannot ask for a harder working or more dedicated team than TKE has provided to help us through this massive, complex (and expensive) retrofit of this elevator system. It is important to remember that NO OTHER COMPANY was willing to take on the challenge of this job. We have the best of the best, but they have been up against events that could not have been foreseen (pandemic supply line cuts, two major hurricanes, an unbreakable part breaking), and have handled all of these about as well as humanly possible.

Like you, we all hope to soon have this in our rear view mirror. Our sincere thanks and appreciation to you, the condo owners of this association, who have patiently endured this trial with us. It has not been easy on anyone, but your understanding and kindness have been a blessing through this.

Regards,

The Crystal Shores West Board of Directors