



CRYSTAL TOWER

August 13, 2021

Dear Owners,

The Wind Driven Rain Review has been an in-depth process taking several months and a significant amount of time. Several items have been reviewed ranging from the Main Building Roof, Building Exterior and Miscellaneous Items around the Crystal Tower complex. One key element is the Exterior Patio Doors and Windows. Since much of the damage from Hurricane Sally came through these areas of the Building Envelope, it made sense to do a detailed investigation.

As indicated in the Board's Letter to the Owners dated 03/16/21, GCI Consultants did a visual inspection on 03/16/21 on five condos (Units 2001, 2002, 2009, 1703 and 1609). Based on this assessment, GCI would assemble a proposal for a thorough inspection.

The Board worked closely with DeAnn, to analyze the Remediation Drawings that were prepared by SERVPRO. Every Condo Floor Plan was reviewed. Any area where there was water damage around the Patio Doors and Windows from the storm, was tabulated. The results revealed 46% of the units were impacted by the storm (see chart):

	Total Number	# Storm Damage from SERVPRO Report	% Damaged
Patio Doors	360	171	48%
Fixed Windows (corner units)	108	38	35%
Operable Windows (interior units)	126	67	53%
Totals	594	276	46%

On 05/05/21, the Board along with DeAnn and David Bodenhamer had a meeting with Daniel Craven, the Association Attorney, and Luis Esteves, Principal with Jansen/Adjusters International. During the meeting the above findings along with the GCI Proposal were discussed. At the end of the meeting, the Board voted unanimously to hire GCI Consultants to do a complete and detailed review of all Exterior Patio Doors and Windows including the Common Areas. GCI performed their review from 05/24/21 to 05/28/21. This information was conveyed in the Owner Update E-Mail dated 05/20/21. For the past months, GCI Consultants have been compiling the data so that a final report can be assembled.

Since June, DeAnn and the Board have been working with local contractors to do site reviews and assemble proposals. This has resulted in several additional items that will be included in the supplemental claim: Recoating the Elevator Tower, Repainting the SkyWalk, Stair and Elevator Tower Trim Flashing, Building Lighting Protection and HVAC Supply Lines Hoods.

Based on the recent communication with Jansen/Adjusters, they are hopeful that the end result will reclassify the damage caused by Wind Driven Rain to Building where the Patio Doors and Window Units failed allowing water to enter the condo. During the next few weeks, Jansen will be working to finalize their submittal to Sedgwick, the Insurance Adjuster.

As more information is available, it will be shared and we will have an update at the Annual Owners' Meeting. If you have questions, please don't hesitate to call me.

Regards,

Kevin
President, Board of Directors