

Crystal Tower Condominium Association, Inc.
Board of Directors Meeting
June 26, 2021

Kevin Logsdon called the meeting to order at 8:35AM.

Present were Board members Kevin Logsdon, Shelby Kirk, Lance Monk, and Robert Monsein. David Bodenhamer and Property Manager, DeAnn Duhon represented Young's Suncoast. Board member Kris Bishop was unable to join the meeting.

The current financials for Crystal Tower were reviewed and discussed. It was noted that 67 owners had paid the \$3000 assessment in full and only 3 units were delinquent. Management had contacted the delinquent owners and payments should be received in the coming week. It was also noted that few owners were behind on monthly dues. Kevin Logsdon reviewed revenue received from parking pass and wristband purchases and it was noted that as of May only a third of what was budgeted had been collected. It was discussed that the busiest months of the year were approaching and that revenue from wristband and parking pass sales should substantially increase but that it was concerning. Kevin Logsdon reviewed outstanding payments to be made to Willoughby Roofing once the reroof is complete and to ThyssenKrupp for the remainder of the elevator modernization. All Board members agreed that the financials look good.

The elevator modernization project was discussed. Cars 2 and 3 modernizations were completed with the modernization of Car 1 to be scheduled after Labor Day and the date to be decided at a later time. Management provided an update that cab interior selections had been finalized except for the flooring. Floor samples had been requested from Vasilie and a final selection would be submitted as soon as possible. Elevator 1 was scheduled for inspection since the modernization had been delayed so that the certificate would be up to date. TK is committed in keeping their relationship with Crystal Tower and has agreed to keep the original contract price without any additional charges and remobilization for Car 1.

Willoughby Roofing will be addressing punch list items which are all that remain for the Main Building reroof to be complete. Kevin Logsdon advised that pricing

had been requested from Andrew Ousley of Willoughby Roofing for flashing repairs to the West Stairwell and Elevator Room Penthouses. It was also discussed that Andrew would be on site on Monday to discuss and establish a timeline for the flashing and leak repairs to the Skywalk.

C- Sharpe has completed the Portico Soffit repair and painting of the east portico wall. Their invoice has been received and submitted for payment.

Grounds landscaping issues and maintenance were discussed. Management provided bids for three options to finish the beds under the portico. It was decided that concrete with a brushed finish would be the best option for that area due to the harsh environment and that two park benches and two bike racks made from plastic composite would be added to those pads. Robert Monsein made a motion to accept the bid from Gulf Concrete Services to redo the beds under the portico with a brushed finished concrete. Kevin Logsdon seconded the motion, with all in favor.

Service issues with Kutter's Grounds Maintenance was discussed. Management provided bids from Tree of Life and JubileeScape for grounds maintenance. It was decided that if there is no improvement in the grounds upkeep that the contract with Kutter's Grounds Maintenance would be terminated and the proposal from JubileeScape accepted. The problem areas of the Entrance and North Building were discussed. Management presented a bid from Kutter's to upgrade the landscaping of the problem areas on the grounds. It was decided that those projects would be put on hold pending Kutter's performance and that the landscaping issues would be addressed in stages. The Board and Management will follow up with Kutter's Grounds Maintenance.

The City of Gulf Shores Building Department has approved the building of a handrail and ramp for the Boardwalk that does not exceed the placement of the last temporary platform located at the end of the Boardwalk. Bill King, Lead Maintenance, will complete the construction sometime in the Fall/Winter months and Management will follow up with pricing for materials.

Kevin Logsdon provided an update of the Wind Driven Rain Review. He advised that GCI Consultants is completing the data from their site visit at Crystal Tower. Their visit included all of the windows and doors on the property.

Jansen/Adjusters International has requested on behalf of the HOA that the report

be expedited so that it may be received in the next two weeks. Luis Esteves with JAI obtained core samples of the roof during the Reroof project. JAI has also requested the Crystal Tower Insurance Adjuster's report but have not received it to date. A resolution date is unclear at this time and the Board and Management will continue to follow up.

Proposed Major Projects were discussed. It was decided a new Scope of Work would be developed with C-Sharpe for repairs and recoating of the South Pool House, Gazebo, SkyWalk Towers, and the North Pool Perimeter Wall.

Management will follow up with C-Sharpe and MD Thomas to obtain bids for repainting the SkyWalk.

Condo entrance doors were discussed. Shelby Kirk has been contacting vendors and receiving bids for replacement options. Metal versus Fiberglass cost and performance was discussed as well as how the initial cost would be paid by the HOA to aid in acquiring the lowest price for owners and then an assessment imposed for reimbursement of the cost. Weather stripping, thresh holds and frame options were also discussed. It was decided that door options would be presented to the owners at the upcoming Annual Owners Meeting scheduled for September 11th and a decision made after that date.

There was discussion regarding entrance door mats. It was decided that the mats on the 2nd floor would be replaced with a similar coco coir door mat and the remainder of the floor's mats would be replaced as needed.

Finishes for the breezeways were discussed. Painting may be a project for Jody Blount, Maintenance, in the Fall or Winter as well as painting the ceilings.

ThyssenKrupp was able to source the replacement buttons for Elevator Car 4 and they have been installed. There was discussion of how to possibly eliminate or enclose Elevator 4 at some point and the pending proposal from TK for updating/replacing Elevator 4 as it is 15 years old and the life of a beachside elevator is generally 10 years.

Sealcoating and striping the parking lot and replacing the park stops as a Fall project was discussed. Management will follow up with local contractors to obtain bids.

Management discussed Staffing at Crystal Tower. A seasonal custodial employee is scheduled to start on Monday, June 28th and that position will extend until Labor Day. A seasonal Pool Security Guard has been working the South Pool area from 11am to 7pm on Saturday and Sunday. That position is contracted to end after Labor Day. The Security Guard on Monday and Tuesday is not working out and IPSC is planning to replace her when additional staff is available. An order has been placed with both Premiere Staffing and Express Employment for 2 day labor type positions to assist with deep cleaning the property for approximately 3 days but so far neither agency has been able to fill the request due to a labor shortage in our area. David Bodenhamer discussed the labor shortage, and the negative affect is has had on filling custodial and maintenance positions. Bill King's impending retirement was discussed and the type of candidate and salary that will be needed to fill his position. Management will be proactively looking for a candidate for the Lead Maintenance position so they will ideally have time to work with Bill prior to his retirement.

Labor and training issues with IPSC Security were discussed and it was decided that management would investigate other security companies in our area and what they may have to offer Crystal Tower.

Parking pass violations and how to address was discussed. Purchasing wheel boots, towing, sticker warning system and fines for owners were discussed as possibilities for addressing violators. It was decided that options would be presented at the Annual Owner's Meeting along with the amount of revenue which will be known at that time. Management will provide a report of how many violations have been issued in June, July and August to be presented at the Owner's meeting.

Management has contacted Secure Vision and requested cameras for the North and South side building façade so it may be determined where items may be coming from when they are thrown from the balconies or breezeways. Crystal Tower is scheduled to have Len Cody on site for a walk around and discussion of cost. There have been several issues this summer of items being thrown into the North pool area that could have potentially caused serious physical injury to the people below. Enforcing the zero tolerance policy with no warning and that results in eviction was discussed and it was decided this would be the policy going forward.

The Fire Sprinkler System was discussed. It was decided that any sprinkler heads showing corrosion needed to be replaced and that management would follow up with VFP for pricing.

Hurricane Preparedness was discussed, and it was decided that Robert Monsein would update the Hurricane Preparedness Plan. It was decided that creating sandbags and placing them on a cart to be stored in the Generator room would be beneficial so they would be readily available if needed. Also, signing a Storm Service Agreement with C-Sharpe was recommended by David Bodenhamer. This agreement would ensure that C-Sharpe would be on site immediately after a storm to address mitigation needed to prevent further damage to the property: ex. boarding up broken windows or doors. There is no cost for the agreement and in the case mitigation is needed it is billed by C-Sharpe. The Board will follow up regarding the agreement.

Remaining repairs to Unit 2002 were discussed. After the completion of the reroof management verified the water leak issue was resolved and the unit was ready for drywall repair and carpet replacement. Zeno Parker is in the process of repairing the drywall and the guest bathroom vanity. Bama Flooring will be installing new carpet.

The new owner of Unit 205 had contacted management because she did not believe the carpet had been replaced in her Unit after Hurricane Sally. Management pulled the moisture map of Unit 205 to verify replacement was needed and contacted Upland Hospitality who provided documentation that the carpet was replaced. The documentation, along with photos of the new carpet tack strips were provided to the owner and the issue has been resolved.

The water leak in Unit 1305 was discussed. The main drain line had crack in the collar behind the master bath wall in this unit. There was sheetrock and flooring damage in the unit and a loss of rental revenue. The HOA or the HOA Insurance, depending on the dollar amount of repairs, will be responsible for the sheetrock and flooring repairs but will not be responsible for the loss of rent. That loss would need to be filed on the Owner's HO6 policy. Management reported that Emerald Coast was contacted to dry out the unit and Zeno Parker has been contracted to make the repairs.

Unit 1207 had a water leak from their HVAC unit. It is a new unit and the drain line had not been properly installed. The leak affected Units 1107 and 1007 in the ceiling areas above the master showers. Any repairs needed in 1107 and 1007 should be the responsibility of the Owner of Unit 1207. It was discussed to possibly have each owner file the cost of the repair with their insurance policy and then allowing the insurance company to seek reimbursement from the Owner of 1207. It was decided to wait and see how much these repairs are going to cost and decide how they will be billed/reimbursed. Management will follow up.

Unit 1401 has misplaced her reimbursement check from Upland Hospitality. The owner has reached out to the Board and asked for assistance in having the check reissued. Management has contacted Upland Hospitality and they have advised they will contact their accounting department and once it has been verified the check was not cashed it will be reissued.

The procedure on how to submit outstanding invoices was discussed. David Bodenhamer advised DeAnn Duhon to continue to email the invoices to George Bodenhamer and to copy him on all emails. It was decided that it was not practical to physically deliver the invoices to the Young's Suncoast office. Any follow up requests from vendors for payment should be directed to George Bodenhamer.

Sanitation was discussed and the need for a 4th dumpster to manage the amount of trash being produced during the busy season. Management will follow up and request the container from Waste Management. The rates currently being charged by Waste Management were discussed and Lance Monk stated he has some contacts in this industry and will follow up to see if they might provide a lower rate for sanitation services. The time of pickup was also noted and that the noise occurring from the dumpster pickup was being mistaken by guests and owners as construction noise.

The lights at the South Pool and the need for them to be repaired was discussed. Management will follow up with maintenance and contact an electrician.

Kevin Logsdon advised that many projects had been completed in the last 5 to 6 years and he would like to put a letter together to send to the owners that lists the projects and savings. He would also like to address the Wind Driven rain. Kevin

would like to send the letter in the middle of July. All agreed the letter should be sent and to the timeline.

With the Annual Owners' Meeting on September 11, 2021, the Board discussed when the information would be sent out to the Owners. Lance Monk made the motion that it should be mailed out the first week in August with Shelby Kirk second and all in favor. As has been done in years past, Julie Gilley will be mailing the information to the Owners. Owners Phillip Palmer and Stephen Lavalee have expressed their interest in being on the Board.

Agenda items were discussed. Items discussed to possibly be listed were the South Pool House and Gazebo, the SkyWalk, the Condo Entry Doors, retiling the Spas and repairing the leak at the South Spa, and possibly retiling and resurfacing both North and South pools, and other items that may be included in the letter that will be sent to the owners in July. The agenda will be finalized at the next Board meeting and the date determined at a later time.

The meeting was adjourned at 11:52 AM.