



December 20, 2021

Dear Owners,

It is so hard to believe that we are just less than two weeks until the end of the year. Is everyone ready for the holidays? The Board and DeAnn would like to update you on a few things that are going on at Crystal Tower. If you recall during our last Annual Owners' Meeting on September 11, the Board announced that there were several major projects that would be completed over the course of Fall/Winter.

The first major project will be the South Pool House and Gazebo. We all agreed that this is in dire need of repair and recoating. It is an amenity that is seen by all Owners and Guests. On 09/08/21, the Association hired Thomas Engineering to assess these two structures. Based on their review they recommended complete removal of the stucco coating on both the South Pool House and Gazebo. Thomson Engineering also recommended replacing all the roof paneling and trim flashing with a standing seam roof. The Board selected C-Sharpe Co., LLC as the contractor. C-Sharpe will be onsite the week of January 3 to set-up the staging and will start the demo work the following week. This is an intense project that will take 3 ½ months to complete. DeAnn will provide updates on the progress. During this time, the SkyWalk will be closed. Note this schedule is based on no unforeseen issues.

The next major project is the review of the SkyWalk Structure. Since the SkyWalk went through its first major hurricane with Sally, the Board originally requested the Insurance Adjuster to pay for the service, but they declined. Currently there are sections of the fireproofing that have been removed exposing the metal decking. In addition, there are large areas on the structure where the paint is peeling. The Board decided to hire Thompson Engineering to inspect this structure. Thompson has been onsite to assess and will have the final report to the Board by the second week of January.

Security and safety are a "Top Priority" and a topic that was discussed at the Annual Owners' Meeting. The Board and Crystal Tower Staff are always looking at ways to make the property more secure. Several options have been reviewed. The Board made the decision to add additional security cameras and selected Verkada to provide the cameras along with their software for monitoring. The cameras will be statically placed (2) viewing the Building Southside Balconies, (2) viewing the Building Northside Breezeways and Parking Lot, (1) viewing the East Parking Lot, (1) viewing the South Pool, (1) viewing the Building Main Entrance and (1) camera and (1) license plate reader at each of the three Building Entrances. The SecureVision cameras that are currently installed will continued to be used. This project is slated to be completed by the middle of February.

United Markings has been hired to recoat and restripe the parking lot. According to the companies who provided bids for the project, recoating the parking lot will extend the life. Additional Handicap Parking Stalls will be added on the north side along the building.

The Board and DeAnn looked at replacing the Condo Entry Doors, which would be each Owner's expense. After looking at several options unfortunately, the lead times on replacing doors would place the installation into the Spring timeframe. The Board made the decision to paint the doors. The project is currently underway and is scheduled to be completed by the end of January. Once rust is embedded into the metal, it can never be fully removed. When the doors are repainted, they will rust from the inside to the exterior. This is the case with the current doors. Painting the doors is just a temporary fix. The only way to fully remediate the problem is to replace the doors. This is what happens when you have a saltwater environment with high humidity.

Another project in process is the repainting of the ceilings, walls, and floors of the Elevator Breezeways. During the last two years, the Elevator Breezeways have taken a lot of abuse with the amount of traffic entering and exiting the elevators. If the weather cooperates, the work will be completed on Floors 2-20 by the middle of February. In addition, the tile that was removed during the Elevator Modernization- Phase II will be replaced with new decorative tile.

The South and North Spas are amenities that Owners and Guests use on a regular basis. The finish on the tiles has worn off and has become unsightly. In addition, there were cracks in both Spa exterior and interior sidewalls resulting in leaks. While draining the North Pool, large cracks were found as well. The Board made to decision to retile and replaster the North Pool and both Spas. This project is currently in process and is scheduled to be completed by mid-January.

Vasile Elevator, Inc will be onsite in January to complete the renovation of Cars 1, 2 and 3 interiors. As discussed, and shown at the Annual Owners' Meeting, the new Cars will have new ceiling, walls and floors materials and dimmable LED lighting. This project will take approximately take four weeks. During this time one Car at a time will be out of service. After the completion, Bob Dieter and TK will perform their final walk though prior to the final release of the elevators.

The total costs of the projects currently in process is approximately \$660k. As you can see it takes a lot to keep Crystal Tower going. Several of our services are increasing in the coming year. With higher costs across the board for at least the next 12 months, 2022 will be another challenging year. The Board will continue to look for ways to lower costs while still maintaining the property to the standards we all want to see as Owners.

As discussed in previous letters and in the Annual Owners' Meeting, finding good labor and materials while facing long lead times and higher costs has been challenging. When it comes to materials needed for projects, the Board and Staff have been creative in looking and acquiring these items in other states. DeAnn has stepped up to the plate

and has built her staff to fill the high expectations at Crystal Tower. During the past several weeks, Rebecca, Tiffany, Jody and Bill have been aggressive in tackling the various areas that needed attention. We appreciate the numerous comments from Owners on how "Clean Crystal Tower" has been. Thanks to our Staff for their efforts!

We are all Owners and have a vested interest in achieving the goal of once again being a "Premiere Vacation Destination." Whether you will be celebrating with family and/or friends close or near be safe and have safe travels. The Board and Staff wish you Happy Holidays and a Happy New Year!

Regards,

Kevin
President, Board of Directors