

May 9, 2019

Greetings fellow Sandpiper Isle neighbors,

After MEDIATION on April 25, I communicated with you that nothing was resolved. It was disappointing and frustrating. However, a few days later, the insurance adjuster called our attorney, Shaun Marker, and said Zurich wanted to use APPRAISAL to finally settle this claim.

APPRAISAL is a contractual alternative dispute resolution process that is **binding**. That means it will **set** the amount of loss for our Irma claim. It is just as valid as a jury verdict or court judgement.

The appraisal process is faster (3 – 6 months) versus litigation (12-18 months).

In the appraisal process, each party appoints an appraiser. There is also a neutral umpire agreed upon by the two appraisers (or one is appointed by the Court).

ABC is moving forward with the appointment of their appraiser. They firmly believe they can prove their point and stand firmly behind their original decision to take us on and replace all roofs. Sandpiper Isle's contribution will remain, as it has been since the beginning, the amount of the deductible as set forth by our insurance policy with Zurich. The appraisal process will not change that amount and ABC has confirmed with the BOD that they will not be asking for more money after the appraisal process has been completed. Both Zurich and ABC have agreed to live with the number the appraisers place on this claim.

In the meantime, you will once again see ABC and their contracted engineers examining our roofs and preparing for their presentation. They will also help us identify the worst roofs and efforts will be made to prepare them for the rainy season. It has been proposed that the tiles be removed and the underlayment replaced on the roofs where most of the leaks have occurred. When these have been identified, I will again communicate with you.

As a reminder, here is what ABC has agreed to provide for us:

- 1.30 year underlayment warranty
- 2.5 year labor warranty
- 3.limited lifetime warranty for the roof tile
- 4.the gutters will be replaced
- 5.the damaged soffit and fascia will be replaced
- 6.a higher standard of roof replacement (Miami/Dade versus Lee County)
- 7.continued repairs as needed until all roofs have been replaced

In return, I ask for your continued patience and support. In addition, if you are not in residence this summer or are away for prolonged periods, I urge you to have your home watch, a trusted neighbor or friend make regular inspections to report any roof leaks to Gulf Breeze so ABC can repair and contain them.

On behalf of your Sandpiper Isle Board,

Sharon Witt -president

