

June 1, 2023

Dear Tuscany Homeowners and Neighbors,

We want to give an update of the work done by your Board over the last four months since we began our service on February 7.

First, we want to welcome Roger and Kimberly Rivard, our new neighbors in Unit 701. They are a wonderful addition to our community and you will enjoy meeting them.

We are making progress on getting our arms around the financials and have been scrutinizing all invoices and services received. We have also been busy stepping up to building maintenance issues that had been left unresolved for many months. We will detail with high level specifics below.

It quickly became apparent that the transition to West Coast Management for only our administrative, governance, legal, and financial reporting needed to be expanded. The makeup of the residency (full or part time) of our homeowners and the Board necessitated the need to have a manager initiate and oversee the work orders representing projects, tasks and maintenance issues of the building and condominium elements, expenses and property with guidance and involvement by the Board. April 1st we extended our agreement with West Coast Management to also include managing our Maintenance company.

If you will remember, APMS up until August, 2022 was both our Management and Maintenance Company. We were unable to get proper budgeting for over two years and the prior Board made the decision to hire West Coast Management for the administrative duties. It left the Directors needing to manage the day-to-day maintenance company which became a full-time job because of the follow up needed to obtain the results both routine and bigger projects.

By the middle of March it was determined that we needed to interview other maintenance companies both for services provided and expenses incurred. We require organized, detailed attentiveness and responsiveness for the building, pool and landscaping to be at the level Tuscany deserves. On May 25, the BOD chose Total Community Maintenance effective July 1, 2023 to maintain the Tuscany common elements and property. They will be managed by West Coast Management on a day-to-day basis.

We failed our fire inspection last September and it has taken us this long to remedy the final and biggest item. Many of the flexible conduits for the AC Units on the roof are cracked and the wiring is exposed on a lot of the 3 ACs per Unit. Due to the length of time to get this item fixed, the Board decided to hire an electrician to repair the damage needed to pass the fire inspection. This is a more efficient way to tackle the issue rather than Homeowners needing to handle it. AC Units repaired will be billed to individual Homeowners as all AC issues inside and outside of the Unit are the responsibility of Homeowners. Additional issues have been found needing immediate attention. The Board will ensure this work gets done as well. **Individual homeowners will be presented with an invoice for approval for their Unit's repairs.**

We had issues with the Piper Fire Inspection from last year concerning Unit owner fixes. As you know the inspection took place this March 31, 2023. You will receive notification indicating your charges due and to request approval from Homeowners of the payment to do the work necessary to complete the Sprinkler Fire Inspection. Once scheduled with Piper, you will be notified and if you are not present you will be asked for approval to enter your Unit with a WCM appointed representative to accompany the Piper workers. **Your billing will occur and paid with your monthly condominium fees when completed.**

The Board has approved the expense of a tree trimming company to take care of all of our large trees and hedges that are in great need of attention. Ongoing we will ensure proper landscaping of our Tuscany property managed by our maintenance company.

The exterior of the building is our number one priority and one of our biggest reserve expenses. On June 13, we will begin a bid process and assessment of cleaning, prepping, sealing of the natural stonework as well as painting. Our building was last painted over 8 years ago. As this project develops, we will keep the Homeowners informed.

All of the light fixtures on the building will need to be replaced. The ones we have are no longer available thus we must do all replacement at one time. As we work through this issue, we will advise.

Most of our neighbors believe we need at minimum a refresh of our lobby if not more. We intend to keep the Tuscany ambience, lighten the appearance and utilize as much of the current furnishings and fixtures as possible. Our lobby is the first impression for visitors of our beautiful Tuscany homes. A committee has been formed to gather and give input for any changes. We do not have the funds to do an extensive renovation; however, we can extend the life of the lobby with a refresh until we decide we want to do more.

We have finally been able to remedy the front door call box operation and obtain and manage four-digit codes for elevator use and building entry. A long time coming but soon information of details of the service will be made available.

We encourage each of you to use the West Coast Management Portal. We have updated it with all governance documents, forms for elevator use request, remodeling approval forms and you can submit work orders yourself when you see something that needs to be done. Financials are on the portal including the Reserve Budget are available.

We want to eliminate as much administrative expense as possible. The paper and postage expense, proxy voting and more can be reduced by using the portal and doing all communication electronically. **We need you to complete and return the attached WCM Go Green form** and you can update your email and phone contact information on the portal. **Please opt in for electronic communication.**

**June begins hurricane season.** Each homeowner is responsible for securing all balcony furniture and accessories to ensure no damage to your unit, other units or the building. Our maintenance company is responsible for the common elements and property and will need to secure all building accessories including pool furniture and any other items needing attention.

Remember to turn your water off when you are away from the Unit 24 hours and more. It is also suggested that you keep AC units maintained and ensure the overflow drain shut off switch is working. We do not want any more unfortunate flooding of Unit issues. The responsibility is the Homeowners to not incur water damage to their unit or to a Unit below or any part of the building.

The Community has designated the 3<sup>rd</sup> Thursday of the month if homeowners desire to clean balconies using a hose or bucket to clean Unit terraces. All attempts by neighbors to inform Units below of this activity would be appreciated by all.

**Homeowners should call West Coast Management** for assistance Monday through Friday 9am to 5pm. 813-908-0766. After hours or in case of an emergency at any time call the WCM emergency line 813 244 0477.

We believe in full transparency and engagement by all residents. We thank you for your trust in the Board. We are happy to serve the needs of the association. We hope to get everything on track in the near future and will move forward with complete and excellent routine maintenance to preserve our building value. In the years ahead we want to position ourselves financially for improvements that are necessary as well as desired.

Our best regards,

Bonnie Reitz, Dick McIlhattan, Brad Gable, Larry Stauffer, Pat Chetcuti,

cc: Rhonda Zaboroski, WCM Communication Association Manager