

## IMPORTANT INFORMATION TO TUSCANY HOMEOWNERS

JULY 28, 2024

Anytime you see something on property that needs to be corrected, please call **Ameri Tech 727 726 8000 Ext 262**. They will log the call for Tim and if he is in on duty, will contact him. If not, another qualified Manager will assist. If it is an emergency, text Tim or as was the case with an elevator entrapment, call **Tim 727 452 3053**.

Recently a resident had an unaccompanied guest staying in their Unit. A young woman was having anxiety issues and we had the balcony door remediation occurring. Tim was on vacation. When Ameri Tech was called, the Operation VP got involved to help with the situation.

Over the weekend, the South Elevator got stuck on the 4<sup>th</sup> floor. It needed an “arm replacement and roller”. The fire department was called and opened the doors. Simultaneously Tim was called late Saturday afternoon and came to Tuscany to assist with helping the unaccompanied guests get up stairwell (keypad for residents is 1952 for Gulf Blvd stairs, trash rooms, and garage doors).

The only Master keys for Units is in a lockbox accessible by Management Company (Tim and Ameri Tech) and Maintenance Company (Sofia and TCM). It is important that you have an extra key hidden somewhere like your garage that also has a keypad. If you only have it in your vestibule and the elevator goes down, you won't be able to get into your Unit doors from the Gulf stairs.

We also had another AC leak from a Unit that caused some damage to the Unit below. The Board has suggested previously and has now approved modifying the Rules and Regulations to require Homeowners to obtain a Company to service their three Units twice a year. An inline float switch and a backup switch should be installed. Half of Tuscany Units are under contract with Kron & West. Others have another Company or none. It will be necessary for each Unit owner to give Tim the name of their service provider and phone number in case Tim, the Property Manager or Sofia, the Maintenance Manager needs to get in to check the Units for leaks.

Every Unit at Tuscany has Homeowners who travel extensively or this is their second home. We have had an abnormally hot, humid and wet summer. This causes the AC Unit lines to clog. If the float switches do not shut down the systems, we end up with potential catastrophic damage. Several Units have had float switches shut down their Acs averting trouble. In between services, pouring white vinegar down the pipes helps to keep them clear according to one service professional.

Soon you will receive updated (from 2011) Tuscany Rules & Regulations based on the Tuscany Declaration of Condominium and By-Laws. They are meant to keep the community safe and enjoyed by all. We are a self-policing neighborhood.

Best regards, The Tuscany Board of Directors

