



Dear

With hurricane season upon us, I want to update you on some of the steps Sandcastle is taking to provide minimal interruptions of our operations during a major storm, and to ensure that your community is prepared. Each year we review our emergency preparedness plan and this year we have made additional changes to provide even better service for your community in the event of a hurricane.

Our accounting records (your Association's homeowner data; payment history; phone numbers, etc.) are backed up nightly on several computer servers in different parts of the country. In the event that Sandcastle corporate office sustains damage, your digital accounting records are safe and accessible.

We back up our corporate server nightly and keep a copy of the data in the "Cloud" and on a portable hard drive in a secure off-site location. These files include your meeting minutes, governing documents, correspondences, etc. All historical paper records are maintained in a self-storage facility, on a 4th floor, that utilizes monitored security camera, and a fire suppression system.

During a storm, each manager will carry a flash drive digital storage device with copies of your community's insurance information and resident ledgers. The flash drive will allow quick access to critical information after the storm.

Because Sandcastle utilizes an e mail service that has computer servers in various areas of the country, it allows uninterrupted e mail service for communication with our Boards and vendors.

Each Portfolio Manager carries a smart phone and can be contacted via email, by text and by cell phone 24 hours a day. Sandcastle's toll free Emergency Line is headquartered outside of Florida, therefore interruption of this service is unlikely. The phone number to call is **1-877-626-8585**.

Sandcastle has a number of trusted vendors on stand-by, ready to assist us in preparing your community for a Hurricane. These vendors include roofing companies, tree removal companies, landscapers, plumbers and handy man services. These same companies will be

ready to return to your community after the storm passes to assess damages to begin the clean-up.

Prior to a named storm, Sandcastle's Managers will be visiting each community to ensure that it is ready for the storm. We will check to ensure that vendors have secured pool furniture, turned off pool pumps, opened and secured security gates, removed flags, and that the homeowners do not have objects on their property that could become projectiles.

Please note: It is imperative you make arrangements with a home watch company, neighbor, friend, relative, etc., to make sure your unit is properly prepared, and to check after a storm. Sandcastle will secure and be responsible for common areas only, and will not be able to assist with your individual units.

Sandcastle will send out an e mail blast to homeowners prior to the storm in areas most likely to be impacted. The e mail will remind them that patio furniture, potted plants or yard ornaments need to be stowed inside and it will remind them to have their storm shutters closed if applicable.

If a community suffers significant damage, the Portfolio Manager will document the damage via their digital camera, and arrange to have emergency work performed. The Manager will be in contact with the appropriate insurance providers and a member of the Board as quickly as possible to review the necessary next steps after the building(s) are secured.

In the event Sandcastle offices sustain damage, making them uninhabitable, we have arranged for alternative locations for the team to work from.

When and if there is a named storm, we will provide additional reminders and information to assist you.

Thank you.

Shelly B. Mandell, CAM
Association Manager