

Bermuda Ridge / Bonita Springs 'Irma Update' 23Sept17

We would like to pass on this update as to the recovery process in Bermuda Ridge and Bonita Springs, and a few of the challenges that are present. Please read it in full and understand why we ask for your patience as recovery continues:

First of all, we would like to throw a big THANK YOU!! to Vic, Doug, Nanci, Johnny B & Kitty and Rob for doing a lot of cleanup work in our community. These folks cleared branches, cut many trees and limbs, cleared the pool deck and areas in general as we wait for the contractors to get us back to normal. When you see these neighbors, make sure you thank them in person. Our community is in much better shape than many of those in Bonita because of them. Our pool is open while most others are not. Thanks to all!

- Insurance companies and adjusters have been contacted, and we are awaiting their feedback as to when they can get to Bermuda Ridge. KEB also has video and pictures of the damages right after the storm so the cleanup that has been accomplished to date will not hinder our actual post-Irma. We were blessed to escape heavy damages, but that also puts Bermuda Ridge on a low priority list. With the massive amount of damage in the area, the sheer number of claims being addressed is mind boggling. Contrary to the insurance company's TV commercials, it is a time-consuming process and doesn't happen overnight.
 - CHALLENGE: One of the issues with the insurance process is the magnitude of the damage across Florida. Typically, the more heavily damaged properties get their attention first. Adjusters have been brought in from all over the country to assist in filing claims. That's a good thing. However, all these adjusters are filing all these claims to the same regional processing offices. Result: a huge bottleneck of claims to be processed and/or paid.
- While we are awaiting the claims to be submitted and processed, KEB has been concurrently trying to align the contractors to do the repairs to the roof tiles, fascia and gutters.
 - CHALLENGE: The local contractors historically employ the local work force. However, the worst storm damage in the area effected the neighborhoods where the local work force resides. In fact, many areas are STILL under water. The roofing, landscaping and frankly all disciplines of contractors have seen their local work force depleted.
 - CHALLENGE: The local work force (and contractors in general) are being offered guaranteed federal money from FEMA to work for them. Individual laborers are offered \$10 or more per hour to work for FEMA than their normal jobs. The result is we/KEB have to put much more effort into securing reputable contractors that we / KEB has working relationships with. There are now a lot of 'fly by night' contractors ready to take a down payment check and disappear.
- **Landscaping:** Three weeks prior to Hurricane Irma we received a notice from Expert Landscaping that they had subcontracted our landscaping services to Professional Landscaping Service for the same price we had negotiated. This is common in this line of business and has no effect on our scheduled services. Contrary to local rumor, we did not lose our landscapers.
- The landscaping and cleanup are still ongoing issues. Again, the contractor issues above are the same for the landscaping and tree services. Also, there are different levels of cleanup that each will do. We were initially given a price for general landscaping cleanup of \$7,100. KEB thought this was out of line and began the task of trying to get other quotes from trustworthy landscapers. It has been difficult. We received a few more estimates higher than the original. We also called our tree service - that did a fantastic job for us in June - and he did a 'recon visit' as well. However, with our volunteer neighbors doing such a great job, the scope of contract cleanup is reduced significantly. The bottom line is between the tree service and landscaping crews, we should be completely cleaned up in a week or so, for much less than we feared.
 - CHALLENGE: Besides the 'who does what' issue, the contractors are having difficulty across the area as to where and how to dump the collected debris. Keep in mind there is a lot worse damage outside of our gates. With so much work to be done, the contractors are on a 'phase by phase' type effort. They go thru their contracted areas in stages, day by day, doing the heavy clearing in each place; then they return and do the light cutting

and 'piling up'; then they do the power blowing and raking into the piles; next a grappling claw truck needs to come through and pick up the trees and limbs from the piles into the trucks; the trucks then go dump the debris wherever they are told. This takes time -a lot of time - and again, we are considered a low priority.

As you can see, there is a lot of activity behind the scenes and we hope you understand why we are asking for patience at this time. Our repairs and clean up are not safety issues, nor are they impeding any normal, daily activities in our community. We can say with confidence we will return to pre-Irma conditions much sooner than the majority of communities in SW Florida.

We were lucky and we have strong support in our neighbors and property managers. Everyone is doing the best they can in very trying and unprecedented circumstances. Please keep that in mind, and thanks again for your patience. Hopefully we'll see everyone soon!

- The Board

PS - If you want to read about the recovery issues in Bonita Springs, just go online and type in 'Bonita Springs Irma'. You will be directed to local stories of families and communities still struggling to survive.

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