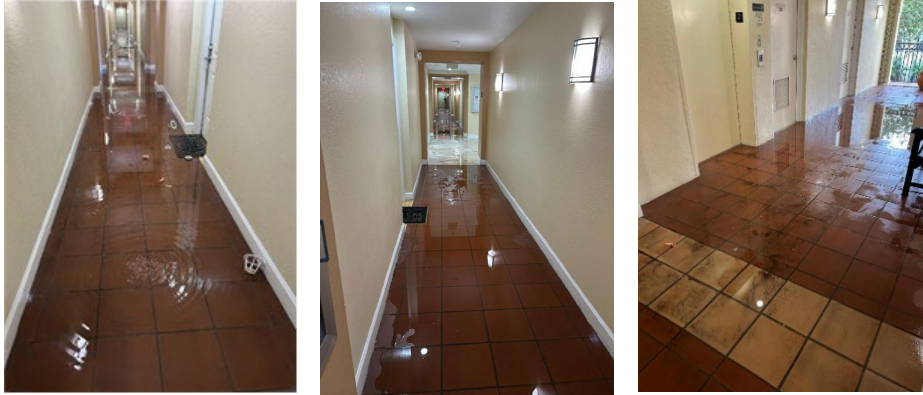


Subject: July 9 Flood, Courtyards in CityPlace – 630 Sapodilla



Dear Owners,

We recently reached out to you to **recall the Board**, driven by the Board's failure to fulfill its fiduciary duty and to protect your investment.

On Thursday, July 9, we got another reminder of the **Board's recurring mismanagement**. That day, **two sprinkler heads failed** in Building 630 and **flooded two floors** (see courtyardsincityplace.org for additional photos) – a direct result of the oversight this Board failed to provide.

How the Board Responded

- **Failed to contact** multiple owners whose units were impacted.
- **Indifferent** to owner requests for information and a rapid and effective action plan to combat mold. One **Board member suggested that this attitude and diminished sense of urgency was to be expected, as they are unpaid**.
- Had **no property manager** to engage the insurer or oversee action against mold - a direct result of the Board's failed succession planning. Left an administrative assistant to figure out the insurance claim process alone.
- **Slow to get a remediation company on site** to measure **moisture content in walls (it is high)** and sufficiently open them up for air circulation, raising the risk of aggressive mold growth.
- Never told owners about the **status of fire and safety systems taken offline** during the incident.

How It Could Have Been Prevented

- **Requiring the property manager to work on site**. Visual inspection of the property and its components is a core part of the job, and this Board tolerated a property manager who routinely worked remotely.
- Hiring a **property manager with relevant qualifications** to run buildings of this size and complexity, rather than leaving the role to someone without that background. The prior property manager, also inexperienced and hired by a majority of this Board, used an unlicensed plumber who created another flood a few years earlier.

- Establishing a clearly documented **multi-year inspection, testing and maintenance plan** for the sprinkler system aligned with the National Fire Protection Association 25 standard.

Further, owners will be footing a significant portion of the bill for this flood.

This is a pattern of Board mismanagement, not an accident. Complete the recall ballot (available on courtyardsincityplace.org) and remove this Board before it causes further harm to your investment.

Dr. Martha Rodriguez | Jim Tortora | Mike DeWeirdt | Gloria Myers | Joe Maldonado