

The Pointes

To: Pointes Residents

From: Pointes Board of Directors

cc: Andy Sanford, Bob Whitehead and Elliott Merrill Management

Date: February 10, 2021

Re: Pointes Rooftop Access

Effective Date and Purpose

Effective February 8, 2021, the process described below is to be followed for any access to the Pointes three rooftops. Each of the three Pointes buildings (1901, 1903 and 1905) has a rooftop access point. Rooftop access is primarily needed to service air conditioning units. We hope that having the entire Pointes community champion this process will ensure that our rooftops remain free of debris that could impact the operation/functionality of the rooftop or could damage the rooftop surfaces, landscaping or other elements of the Pointes community. Adhering to this process will help reduce our cost of maintenance and repair.

Rooftop Access Request

For all access to the Pointes rooftop, **a Pointes resident** must advise the **Pointes Resident Manager** (Andy Sanford cell number: 772-794-6196) of the access requested including the following:

- Date and Time of Access to roof
- Purpose of Access
- Name and Cell number of the Pointes resident who will be responsible for the work performed
- Name, Company and Cell number of the workman who will working on the roof so contact can be established while the roof work is being performed
- Estimated time to complete the work

The access doors to the rooftops will be locked and no access will be permitted without the above information being supplied to the Pointes Resident Manager. A Pointes resident, and not a third party, must request the access.

Rooftop Work

The individual performing the work at the date/time requested will need to see the Pointes Resident Manager to obtain access. The rooftop access doors will be kept locked at all times. The Pointes Resident Manager will review these procedures with the individual workman and open the rooftop access door. The workman must adhere to the following protocol when working on the roof:

- No items may be left on the roof
- All garbage and materials must be removed
- Walking/working on the roof must be done in a manner to ensure no damage is done to the rooftop or to landscaping or any element of the Pointes buildings/community
- Upon completion of the work, the Pointes Resident Manager must be contacted by the workman to personally check out the work area to ensure nothing has been left behind and no damage has been done

Emergency Rooftop Access

Two year-round Pointes residents also will have keys to the rooftops and may be contacted as a back up to the Pointes Resident Manager in the event of an emergency. Please keep in mind that these residents serve in a

volunteer capacity and will try their best to ensure your emergency is addressed. Any access that can be scheduled during weekday work hours is appreciated.

Contact Numbers

Pointes Resident Manager

- Andy Sanford (772) 794-6196

Year-Round Pointes Residents

- Doug Sease (772) 234-2826
- Doug Munson (772) 617-2531

Roles & Responsibilities

Pointes Residents: Responsible for understanding and following the process laid out above and ensuring that any work performed on their behalf is done in compliance with the process. Failure to follow the process may result in the resident being responsible for the cost of work/repair to remove debris and/or fix damage.

Contractors conducting work on the rooftop: Responsible for adhering to the protocol for work. The Contractor/workman may not access the roof without directly contacting the Pointes Resident Manager (or backup year-round Pointes resident) even if the rooftop access door is open for other work. The workman must contact the Pointes Resident Manager once work is completed and prior to departing the Pointes so that the work area can be inspected by the Resident Manager. Failure to do so may result in the contractor/workman being denied access to the rooftop in the future.

Pointes Board of Directors: Responsible for ensuring Pointes residents are advised of the roof access process and any updates.

Pointes Resident Manager: Will keep the rooftop access doors locked at all times. Will be available during normal work hours* to receive resident requests for rooftop access. Will meet contractors/workmen at times requested, will review the process with the contractor/worker and then be available to check out the contractor/worker at completion of the work. Will access the rooftop & work area to ensure all work-related items are removed and no damage has been done. If a problem is identified, will advise the contractor/worker and the responsible resident what needs to be addressed. If the problem is not resolved, will advise Elliott Merrill Management and the Pointes Board of the situation and details.

*Pointes Resident Manager Work Hours are Monday – Friday: 8 am – 4:30 pm

Elliott Merrill Management: Responsible for providing oversight, expertise and best practices in regards to efficient rooftop access at the Pointes and for communicating to Pointes residents the process agreed upon by the Pointes Board. Ensures that the Pointes Resident Manager understands the Board-mandated roof access procedures and supervises the Manager's enforcement of the procedures. Manages situations where a contractor/workman has not followed procedures, especially those where debris is left behind or damage has been done.

Date Process Approved by Pointes Board: February 8, 2021

Process Communicated to Residents on February 10, 2021 via eblast on the portal.

Process updated on _____.