

UPDATE ON FLOOD FROM HARBORPLACE TOWER

Pictures of flood at http://picasaweb.google.com/sandra.rendell/HPT2010Flood?authkey=Gv1sRgCO_MvOXMnpihOE&feat=directlink

From the Manager

January 26, 2010

2010 flood-

I know many of you do not live here year round and some were out of town for the recent flood. I want to keep you informed and updated as to how we are moving forward.

We prepared for this year's rainy season like we have every other year. We made sure the sump pumps were working (we have 6) and serviced, our exterior area drains were cleared and sand bags placed by the front doors on Seaside, and garage entrances.

When we started noticing water intrusion in the lobby from the East garage entrance we grabbed the phone books in the mailroom to make a make shift dam, we had no idea what was coming in from the other side, as it turns out, it was a flash flood. We then pulled the toilet in the men and women's bathroom in the lobby to use those drains and then lifted the furniture and carpet immediately and put them in the conference room.

We made an announcement to move cars because the P1 parking was flooding and then Victor immediately recalled the elevators to the Promenade, saving the four main elevators. The elevator for the commercial unit was already in two feet of water. Victor immediately called the Fire Dept to see if they could help us at least start pumping water out and then I called three restoration companies, I didn't want to be third on a list, I wanted to be first. I had 3 companies out within an hour, but I called one off because they did not bring pumps with them. Victor called Amtech and they responded immediately working with the restoration crew getting two of our four elevators up and running by night fall. At first they told me they would be down for days, this was truly a team effort by all. One of the restoration crew stayed throughout the night manning the pumps, four cars were still half way under water.

The phone at the front desk went down because the lines got wet. The elevator pits filled with water and the cables got wet along with many of the elevator parts in the pits and all had to be blown out and serviced. We have not received word on the commercial elevator, they will let us know by the end of the week. The water damaged every room in the lobby area, Manager's office, fire control room, conference room, mailroom, front desk and many storage areas along with the bike room.

We had a sand bag company deliver more sand bags, a new pump was bought and we had to rent 5 pumps to pump out the water from the P1 parking level. We are having the garages power cleaned along with the bike room; yes, your bikes are dirty and wet. We are having a new phone system installed. The one we have is obsolete and parts cannot be found.

I contacted our insurance company and our building insurance does not cover flood damage. I have been leaving messages daily at the city's storm damage hotline to see if we are able to receive compensation for our damages due to inadequate storm drains and storm drains being

clogged. If anyone has a contact or knows of someone who could help, this would be greatly appreciated. The Long Beach storm damage hotline is 562-570-6077.

Victor contacted the city street maintenance dept and reported clogged storm drains between Linden and our alley and one in the convention center parking. The supervisor came out and saw that 4 were clogged.

We had many homeowners helping who were in the lobby when the flash flood occurred. We would like to thank Kimberly Stevens, Tom Setterlund, Michael Goulding and Stewart Sexton for going to get more sand bags, filling them and help put them into place. Many homeowners came to help and we couldn't have done the job we did without all of you- Jamie Wong, Tracy Frate, Neha Shah, George Rendell, Rob Damico, Tom Lawson, Yukari Roberts, Jim Witherow, Joe Del Rio, Jimmy, Mark Brooks, Zuri Murrelle and Robert Snyder for all your hard work during the week and *being part of the solution* during these storms. We would also like to thank Kemp Smeal for the photo's that are attached, these are the same ones I printed and put up in the lobby.

I would like to thank our staff for staying the very long and tiring hours, carrying pets down the stairs to relieve themselves, helping homeowners find the stairs so that they could get home and sweeping water out of the garage area. I also would like to thank the homeowners who sent down food for the restoration crews and staff, it was greatly appreciated.

If you have any window leaks please report them to the manager's office as soon as possible and we will put you on the list.

Let's just hope that the worse is behind us.

Lisa Frasquillo

General Manager

HarborPlace Tower HOA