September 5, 2014

Dear Manchester Lakes Homeowner,

As many of you are already aware, the storm that struck Algonquin on April 12, 2014 impacted your community. We understand the importance of a timely response for events such as this. Following the storm we dispatched crews to your association to assess the damage and to secure any potentially dangerous situations.

Upon our initial investigation, we found substantial damage that warranted your Association pursuing an insurance claim with the Association’s insurance carrier. Please note that because this is an insurance claim for the Association, owners will not be required to pay any deductible or out of pocket fees. Lincoln Hancock Restoration has been working closely with your Board of Directors and Management Company to advise and guide you through the restoration process. The Board of Directors has now settled the claim with your insurance company and it is now appropriate to commence with needed repairs.

Lincoln Hancock Restoration is currently scheduled to begin replacing roofs and other exterior components on Monday, September 8, 2014. The work will start on one or two buildings at a time and is expected to be completed on all buildings within four-six months, with the goal to complete the work prior to the winter season, weather and other factors permitting of course. Lincoln Hancock will be posting a notice on your door 24-48 hours before work is scheduled to begin on your building. In preparation we ask you to remove any items on the exterior of your home. This includes but is not limited to grills, chairs, tables, potable plants, wind chimes or any other items that you may have placed on the exterior of your home. There is a possibility that any items left out on the exterior of your home could be accidently damaged during the restoration process.

We also ask that you remove all pictures and other items from your interior walls as well as glass globes that cover light fixtures. Construction related vibrations may result in some minor movement on the interior of your home, so it is important that you do an inspection before construction starts and safely secure any items of value that could become damaged. Additionally, if you store any personal items in your attic please be sure to cover or remove your belongings as roof debris may fall through onto these items during the re-roof process.

If you need to use a vehicle while work on your building is taking place, you will need to make sure it is moved prior to work commencing and parked in an area out of the work zone. In some cases we may need to place dumpsters and/or construction trailers in your parking stall overnight. We will do our best to notify you in advance giving you time to relocate your vehicle(s) for the needed duration.

Satellite dishes will need to be removed as part of the restoration process. Satellite service for T.V and/or internet may not be available for 2-3 days while the roof on your building is being replaced. Upon completion of each building all satellite dishes will be remounted, however, it will be up to the individual homeowner to contact their dish provider to realign their satellite to receive the proper signal. In order to be reimbursed for this expense the homeowner must submit a copy of the invoice and receipt for this service to Lincoln Hancock Restoration within **7 days** of completion of the roof.

In order to be able to access the materials to the building roofs, cranes are required. Please note that any tire marks left on the pavement are not permanent and will dissipate over time.

Typically construction will start as early as 7:00am and we will work as long as possible within compliance of local ordinances. The longer days Lincoln Hancock works, the sooner we will be able to complete all of the necessary repairs and/or replacements.

Daily clean-up is mandatory and we are very sincere about this. We understand this is your home and will do our best to keep the community as clean as possible.

During the duration of this project we will have a project portal for Manchester Lakes homeowners to log into to review weekly updates and track progress. To login please visit our website at [www.lincoln-hancock.com](http://www.lincoln-hancock.com) and click “Login” on our homepage. Please enter the following login information (the username and password are case sensitive):

**Username**: Manchesterlakes

**Password**: Manchester1234

All construction related issues should first be reported to the Construction Supervisor as he will be aware of the daily schedule of events. He can be reached at 312-971-7076. If you feel you are not receiving the level of service you deserve or have any additional questions or concerns please contact Aimee Adams, Director of Client Services at Lincoln Hancock Restoration at 1-888-230-7701 x 307 or via email at [aadams@lincoln-hancock.com](mailto:aadams@lincoln-hancock.com).

Thank you for your patience during this restoration process.

Sincerely,

Lincoln Hancock Restoration