

Abbey Hill Condominium Association Fontana, WI 53125

On Wednesday, February 8, 2012, a fire destroyed one of the buildings in the Abbey Hill Condominium complex, located in Fontana, Wisconsin. The building is currently in the process of being rebuilt. Ryan Southwick, President of Lakes Property Management (LPM), and the LPM staff have done an exceptional job in coordinating the efforts to rebuild Abbey Hill's lost building. This has been an undertaking that has presented many turns, detours, and challenges since the disastrous fire. The Abbey Hill Board has counted on Ryan Southwick of LPM to be the lead liaison throughout this unforeseen property matter. Ryan and the LPM staff have managed our complex with integrity and a genuine concern to succeed at all the Abbey Hill demands encountered.

A brief history of the fire and the activities/tasks managed by Ryan Southwick and the LPM staff follow.

The fire was discovered at 2:00 a.m. by two Abbey Hill unit owners, who both called the local fire department. One of the unit owners notified the president of the association, who called Ryan Southwick of Lakes Property Management (LPM). Ryan arrived at the property about 3:00 a.m. to view, determine the status of the fire, and take pictures. He then went to the Lakes Property Management office to get the emergency numbers of the affected unit owners. He called those unit owners at approximately 4:00 a.m.

Ryan Southwick and Lakes Property Management have taken responsibility for managing all of the fire related work, including the following:

- Contacting the Association's insurance company, State Farm. Requesting frequent updates from the State Farm contact on the status of the building contractors' bids and other questions regarding coverage allowed for the affected unit owners and construction issues.
- Leading a Board meeting with the Association's lawyer and insurance agent.
- Suggesting, contacting, and meeting with a local architect. Obtaining and copying original blueprints for the architect to design a new building. Arranging and meeting with each unit owner and the architect, at least twice for each unit owner.
- Suggesting two local contractors for the reconstruction. Sending the architectural plans to those local building contractors. Preparing the Request for Bid for the reconstruction of the building.
- Responding to questions from the building contractors.
- Working with the selected building contractor to ensure appropriate procedures are followed on Abbey Hill property. Responding to questions and change order requests.
- Acting as an intermediary between the insurance company, the building contractor, the Abbey Hill Board, and the concerned unit owners to keep everyone informed on the status of the building's reconstruction.

- Contacted Chicago Title and Trust to establish an account for the State Farm insurance proceeds to pay for the reconstruction. Deposited all insurance proceeds with Chicago Title and Trust.
- Meets with Abbey Hill Board members, Abbey Hill unit owners, and contractors on a request and/or as needed basis.

The Abbey Hill Board of Directors and their insurer, State Farm, suggested that a fire alarm monitoring system be installed in all units. They wanted the alarm system to be monitored 24 hours per day, 7 days per week, and call the local fire and/or police departments. The Board contacted and met with two fire monitoring companies: ADT and Team Electronics, which is a local company.

Ryan Southwick (LPM) suggested Team Electronics because it has systems installed at other properties managed by LPM. Team Electronics' proposal included the installation in each unit of a smoke detector, heat detector in the garage, heat detector in the utility/laundry room, and a low-temperature monitor. The proposal included an annunciator for each unit to alert the other unit owners. The system includes a control panel, cellular communication to the network, and weather proof enclosures to protect the control equipment. After reviewing the proposals, the Board decided to install the Team Electronics system in all units and the Clubhouse.

Having a property management company, such as Lakes Property Management, who deals with several properties and knows vendors/contractors in the area saved the Abbey Hill Board time and effort in getting the insurance assessment and reconstruction project underway. LPM knew the best architect to contact, two respected building contractors, and was familiar with the fire alarm monitoring company who installed an outstanding system at a reasonable cost.

LPM's management of this situation at Abbey Hill has made the long and arduous reconstruction project much easier to understand by the Board members and the affected unit owners. With the guidance offered by Ryan Southwick and Lakes Property Management, the Board has been able to make decisions that affect the future of Abbey Hill and its unit owners with a high degree of confidence. Ryan is an outstanding, multi-talented professional.