MEMORANDUM

TO: All Residents
FROM: Jennifer Whitten
DATE: October 7, 2024
RE: Update on preparations for Hurricane Milton

Hurricane Milton is a very large storm, and we will see at a minimum, tropical storm force winds and there is a possibility of a significant storm surge as well. I highly recommend that anyone living in a Villa or ground floor unit try to stay with friends or neighbors on a higher floor just to be on the safe side. For those of you with hurricane shutters, you should close them by 8:00 pm Tuesday, just in case we lose power.

If we lose power, which is almost a certainty, this will seriously hamper our operations for days or maybe longer. In the event that we have no power, our telephone switchboard will be affected, so the regular telephone number may not be functional. We have established back-up numbers that do not run through the switchboard. If the main number **239-598-2929** is not working, you can reach the Clubhouse by calling **239-371-6862** or **239-634-0793** until such time that normal phone service is restored. These are Cell phones, please feel free to text but leave these lines open for **emergencies**. Please note that Arbor Glen staff will not be able to respond to any medical emergencies during the height of the storm if it is unsafe for them to do so. It is also important to note that without power our emergency response system is not fully functional. The pull cords devices in everyone's unit will work. However, the emergency pendants will not show us your location. So, please rely on the pull cords until power is restored.

During the storm, we will have one maintenance person stationed at Tower Pointe and one at Arbor Trace, to respond to emergency maintenance calls after the storm has passed. Please note that staff are not performing any regular maintenance tasks, only responding to emergency situations. If you need assistance during this time frame, please call **239-598-2929**.

Remember, Thursday will not be business as usual under the best of circumstances so please be patient as our resources will be spread thin while we are in recovery mode. We hope to be able to resume services beginning Friday morning.