

Dear Valued Sands Owners,

At the request of your Strata Committee Chairman Mile Hamm, we are providing a brief overview and clarification of what works have been undertaken within the property over the past weeks.

One of the biggest visual enhancements has been the refinish work around the main oceanfront pool. This wood decking and substructure has been in place close to 13 years.

The more we looked at the existing condition of the deck closer, it was apparent that it was loaded with possible hazards because of areas that had splintered, curved up, broke loose from the framing below, had uneven edges, bulging screws etc. It also had gone beyond a patina finish, well into an unattractive, blotchy dark grey color.

The Strata Board implemented a phased approach last year changing some of the decks to resin-based decking material. This work was carried out in 2019 for the central pool areas that were in the most need. Plans to address the main pool decking area with various options were a part of the current discussion, but it will be an expensive project because all options considered would mean a replacement of the underlying deck structure. It was felt that we simply could not go through the next 1-2 years with the deck as it looked so we needed a bridge solution.

There was a consideration of installing the resin decking in that area now but ultimately it wasn't a viable option at this juncture. It would be a complete waste of time and resources to put new decking on the existing structure. That structure has been there since 2007 and is starting to rot in a few areas. Based on the estimates we have, it would be over \$40,000 to redo the deck area and substructure. Not only is there the expense side, but we would need likely 6-8 weeks lead time to get the resin decking on the island, remove the old deck, etc.

Additionally, as part of some of the recent discussions, there was some consideration about reviewing a complete change from wood to a concrete type of deck material. That would need more time to cost out, spec, and coordinate. There simply was no time, or budget presently, to give any consideration to that extensive of a change.

We managed to come up with a way to make a vast improvement of the deck for a mere percentage (\$2,500) of the replacement cost and it looks fantastic given where it was condition-wise, and knowing that its max lifespan left is likely 2 years.

To mitigate uneven edges, sharp ends, other hazards and visual items, the deck received a commercial-grade sanding. Where possible boards have been re-screwed. In some areas where past repairs would not allow for recessed screws, we have had to accept they will show but they are not an issue. We will continue to inspect and monitor that.

Because the wood had become very grainy and rough in some areas, even after sanding, it was agreed that a sealer needed to be applied to make the surface safer and more comfortable to walk on. In addition, this will help reduce the deterioration of the wood greatly over the next 1-2 years that Strata are looking to get out of the deck while it builds up the funding requirements to do a full replacement. The finish used is a high- quality water-based sealer that we have used over the past 1-2 years in the other properties with great success.

It appears there may have been communicated to some of the owner group that a dark stain was applied to the wood making it very dark. This is completely inaccurate. The tone selected was deliberately the very lightest tone the manufacture makes. Woods will always be warmer under the feet than a light concrete decking, but the wood at the front pool deck is simply back to its natural color tone. To ensure there was not a major difference to the resin surface in the center pool a temperature meter was used to measure each surface and the front pool deck registered 1 degree cooler than the resin in the middle pool.

Regretfully there were not extensive pictures taken of the deck before the refinish to show how affected some areas were, but we have managed to find a few pictures during the work and have zoomed in on some of the areas that had not yet been sanded so one can recall where it was. These pictures are in the attached PDF including the newly refinished deck which adds an incredible vibrancy to the resort. It certainly still is not a new deck, but the hazards and negative visual issues have been largely resolved and for the dollars spent, it gives us an attractive extension that should get us the two years the Starta Board desires. We hope you enjoy the attached pictures. There literally is no comparison.

Another major improvement that is more about function than appearance, is a complete re-plumbing of the hot tub. This included doing a full excavation around the tub all the way to the heater and pump room, replacing all of the 20-year-old underground piping. All features in the hot tub will now be operable and there are no leaks etc. This will be a major improvement to this well-used amenity.

Your Strata Committee Chairman will be sending you more pictures and updates shortly in regards to these and other works.

On another matter, there have been a few questions around what the protocols will look like for the property in regards to Covid-19 once we open.

We have developed a very detailed set of various protocols and we will be glad to post these on the owners' website once some of the final amendments are made based on recent government regulations, etc. We all need to realize these protocols will remain constantly fluid as requirements change concerning Covid-19.

There will never be airtight answers to all possible situations but we are all committed to carrying out best practices and from that, creating a sustainable level of risk mitigation. If we wish to move forward as a functioning resort, we must accept that we will never for the foreseeable months and likely a year, be without some risk of Covid-19. The question is how do we mitigate that risk so that it is manageable and impedes as little as possible on people's ability to enjoy a safe, relaxing vacation while maintaining a safe working environment for the staff.

On a high level some of the key things that are noteworthy are:

- The pre-testing requirements for visitors should help mitigate the chances of on-island spread from visitors
- In the event that a visitor has contracted Covid-19 after his/her test then that is why TCIG is looking to have a medivac policy in place that would allow the guest to be immediately quarantined in the room and in an ideal world, flown back home within 24 hours. This is in place to avoid what would otherwise be a very awkward 14-day isolation requirement
- We have adopted disinfecting and sanitization protocols for the rooms after and during their occupancy including the use of a high grade product known as Decon 7

- If in the event a guest does test positive, the Ministry of Health will be contacted and contact tracing will take place. Employees that may be in contact will be tested and isolated until the test results are back.
- Face masks will be a requirement for all employees and enforcement increased as we start to have guests in-house. Presently guests are being told to wear masks in all public areas. The approach will be that they will be asked to wear them when moving around the property and passing people and like in most North American areas, once they are at a well distanced, private dining area, or beach area as a family unit, they will be able to remove them.
- While it is not clear to what degree the various properties are liable in the event a guest contracts COVID-19 while on the island, just as a safeguard, there will be a standard waiver signed by guests acknowledging that the property cannot be held responsible in that regard. This waiver will cover all the entities on the property.

In closing, I hope you find the attached helpful in understanding the process and evolution taking place at the property and there will be further updates as things progress. It is still unclear how many of the July guests will arrive but we feel it is important to make the attempt to open and get through the learning process of operating safely in a world that needs to adopt new ways for the foreseeable future. The only way we can start to gain guest confidence is to show that we are open and operating.

Thank you all for your support

Be well

















