



October 30, 2024

Dear Residents and Families,

Thank you to everyone who attended our Town Halls this week, both virtually and in person. We are grateful for the opportunity to provide you what information we have, address your questions, and speak to many of you individually to better understand your needs and challenges. This process will continue in the coming days.

It is clear that many displaced residents are suffering. Our hearts are heavy, but our determination to improve your individual situations is unwavering.

Meeting Recap and Action Items

- The extent of the damage to the Pasadena building is significant, and it won't be a quick fix. Teams of engineers, architects, and contractors are working diligently to remediate the damage and provide a scope of repairs. We hope to gain more clarity on a timeline for reoccupation soon and will tell you whatever we learn as soon as we learn it. Despite the massive challenges, we are fully committed to reopening this community. However, it will be a matter of months and not weeks.
- With that knowledge, we are now focused on improving the temporary living situations of displaced Pasadena residents. One of our priorities is to aggressively pursue repair and renovation work at both Boynton Beach and Sarasota in order to make additional apartments available so that Pasadena residents can spread out to more comfortable accommodations.
- Suggestions in the media that the Pasadena buildings are safe to enter and that we are restricting access without good cause are patently false. There are no working fire protection systems in these buildings, and there is a high risk of fire due to damaged electrical systems. All elevators are either inoperable or extremely unsafe due to compromised mechanical and electrical systems. (Contract workers have gotten stuck between



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floors on multiple occasions). And until just two days ago, these buildings were very unsanitary after taking on four feet of class three waters (which is a mix of ocean water, groundwater, and sewage). We know how hard it must be not to have access to your personal belongings. We desperately want to fix that. But, at this time, we are prohibited from allowing residents and families entry into the building. Please know that we are doing everything in our power to make these buildings safe to re-enter as soon as possible. In the meantime, please write to

evacinfo@barclayseniorliving.com or call (727) 381-541 to schedule a time for one of our team members to retrieve your personal items.

- In addition to the flooding on the lower floors during Hurricane Helene, extensive roof damage during Hurricane Milton resulted in water intrusion down through the walls, impacting multiple higher-level floors. Our remediation contractors have now completed a full moisture map of the building. Using this tool, our team will be going into the most affected apartments to understand if clothes or furniture has been damaged. We will reach out to these residents directly. For those with renter's insurance, we will assist with pictures or other documentation needed to file a claim.
- In the coming days, members of our team will be interviewing displaced residents individually to fully understand and document your unique needs and circumstances so that we can begin to provide individualized support.

Voting

Many of you asked how you can vote in the upcoming presidential election. In response, we connected with the Director of the Pinellas County Board of Elections to learn the options available, which are outlined below. Our team member Daphne will be happy to support you with any of the options below. Please contact her at 727-377-5914 or il.pasadena@barclayseniorliving.com.

1. For any residents who were **registered for mail-in ballots**: Please call 727-464-8683 to request an expedited replacement ballot. You will need to give your current address at Sarasota or Boynton Beach. Your replacement ballot will be overnighted to you. Please complete it promptly and place it



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- in a secure envelope. A member of our leadership team will collect secured votes and overnight them back to the Pinellas County voting location.
2. For anyone who was **not registered for mail-in ballots**: Please call the Sarasota voting office (941-861-8600) or the Palm Beach County voting office (561-656-6200) and ask for a change of address for in-person voting. Once complete, you will be eligible to vote in your current location.
 3. For any Pasadena resident wishing to **vote in person in your home precinct**, Bayada Home Health has generously offered to provide transportation to and from Pinellas County on election day. For this option, you must have physical possession of government-issued identification.

General Resources and Reminders

- We intend to partner with local agencies to provide additional resources to evacuated residents. In the meantime, if you need immediate relocations support, please contact:
 - The Florida Area Council on Aging Helpline: [1-800-963-5337](tel:1-800-963-5337)
 - A Place for Mom: www.aplaceformom.com
 - Family Advisors: www.caring.com
 - The Barclay Helpline: (727) 381-5411. Our team will provide you with whatever information they know about any suitable local options that are currently operable.
- To set an appointment for belonging retrieval or information, please contact us at: evacinfo@barclayseniorliving.com or (727) 381-5411.
- If you are not receiving your mail, please contact www.usps.com to complete a change of address form. If you need assistance, please see the Executive Director at your community.

Thank you again for your time this week. Please know that we are here for you, we are committed to transparency, and we are grateful for your patience and partnership as we navigate this challenging time together.