

MINUTES OF FEBRUARY 1, 2021 BOARD OF DIRECTORS MEETING

MEETING WAS CALLED TO ORDER BY PRESIDENT SALLY GLEICHER

ROLL CALL OF THE DIRECTORS

PRESIDENT - SALLY GLEICHER - present
VICE PRESIDENT - JIM KEEFE - present
SECRETARY - ANNE DUNN - present
TREASURER - CHRIS VAN HORN - present - zoom
DIRECTOR - JOHN GAMMAGE - present - zoom
DIRECTOR - KEVIN O'HARA - present - zoom
DIRECTOR - JENNIFER SCHAMMEL - present

MINUTES OF THE JANUARY 4, 2021 BOARD OF DIRECTORS MEETING WERE APPROVED, SECONDED AND PASSED BY THE BOARD.

PRESIDENT'S REPORT - SALLY GLEICHER

SALLY WELCOMED EVERYONE BOTH AT HIGHLAND TOWERS AND ON ZOOM.

SALLY SADLY INFORMED THE HIGHLAND TOWERS FAMILY THAT IN THE MONTH OF JANUARY TWO LONG TIME SHAREHOLDERS, GEORGE EFTHIMIOU AND MARY DEGREGORIS HAVE PASSED. WE SEND OUR SYMPATHY TO THEIR FAMILIES.

SALLY TOLD EVERYONE THAT THE PURPOSE OF THIS MEETING WAS TO BRING SHAREHOLDERS UP TO DATE ON WHAT IS HAPPENING WITH THE TWO MAJOR PROJECTS IN THE BUILDING. THERE WILL BE MONTHLY BOARD MEETINGS TO APPRISE EVERYONE OF OUR PROGRESS.

THE CONCRETE RESTORATION WILL BE ADDRESSED BY JEN SCHAMMEL AND HOT WIRE BY DEAN COSCIA.

WE ARE EXPERIENCING THE BEGINNING OF THE CONSTRUCTION WORK ON THE NORTH SIDE CATWALKS OF THE BUILDING. THERE IS NOISE AND DUST. US STRUCTURES CLEANS UP EVERYDAY.

SINCE OUR MEETING LAST MONTH WE HAVE OFFICIALLY LEFT TMG. BILL NEEL AND MARY SPRINGER HAVE BEEN WORKING WITH OUR BOARD MEMBERS IN GETTING OUR AFFAIRS IN ORDER.

OUR WEBSITE, HighlandTowers.org, IS UP AND RUNNING. THANK YOU, LOU, FOR YOUR WORK, IT IS A WAY FOR SHAREHOLDERS TO LEARN WHAT IS HAPPENING IN THE BUILDING AND RECEIVING UPDATES WEEKLY ON THE CONCRETE WORK. THERE IS ALSO INFORMATION ABOUT MEETINGS, DATES OF FUTURE MAINTENANCE, RESERVE AND ASSESSMENT PAYMENTS. IN ADDITION WE HAVE PUT THE HOUSE RULES AND OTHER DOCUMENTS ON THE SITE.

DEAN WILL BE GIVING US INFORMATION ABOUT THE UPCOMING WORK BY HOT WIRE.

A COPY OF THE DOCUMENT DEAN GAVE US MONTHS AGO CONCERNING HOW TO GET BETTER SERVICE WILL BE PUT ON OUR WEBSITE. PLEASE READ IT AND CONSIDER HIS ADVICE.

WE ARE AWAITING TIM MARSHALL'S PROPOSAL FOR WHAT TYPE OF DOORS AND WINDOWS WOULD BE APPROPRIATE FOR OUR BUILDING. WHEN WE HAVE THIS, WE WILL SHARE THIS INFORMATION WITH EVERYONE.

THANK YOU ALL.

TREASURER'S REPORT - CHRIS VAN HORN

FINANCIAL DATA AS OF 12/31/2020

HTI funds

- Operating cash \$110,693
- HTI reserves \$340,431
- HTI special assessment balance \$196,258, approximately \$159,000 remaining after final bill is paid.

Income

- Maintenance income YTD \$450,100
- Reserve income YTD \$134,500

Income vs Expense

- Total operating income YTD \$630,019
- Total operating expense YTD \$578,360
- Operating expense vs budget \$11,740

2021 proposed budget

- Maintenance budget \$537,000
- Reserve budget \$160,000
- Total operating expense budget \$697,000
- Budgeted increase of \$93,000 or 15%
- Variances vs projected prior year expenses
- Building mgmt \$32,000
- Accounting fees \$6,000
- Insurance \$12,000
- Contingency (storm expenses) \$14,000
- Building R&M \$21,000
- Reserves \$24,000 (concrete and roof)

ARCHITECTURAL COMMITTEE REPORT - JEN SCHAMMEL

THERE WERE THREE ARCHITECTURAL REVIEW REQUESTS SUBMITTED SINCE THE LAST MEETING. THESE INCLUDE UNITS 202, 402 AND 404 FOR THE EXISTING AC GRILLS TO BE REPLACED TO THE BUILDING STANDARD ALUMINUM LOUVER AS REQUESTED BY THE ASSOC. TWO UNITS ARE REMAINING ON THE LIST TO COMPLETE THE TASK. BILL WILL BE CONTACTING THESE SHAREHOLDERS SO WE CAN COMPLETE THE INSTALLATION OF THE NEW LOUVERS BY MARCH 1, 2021.

AS A REMINDER, PLEASE SUBMIT YOUR ARCHITECTURAL REVIEW REQUEST FOR ANY WORK YOU PLAN TO DO THAT AFFECTS THE BUILDING, INCLUDING AC AND LOUVER REPLACEMENT , WINDOWS, DOORS AND SHUTTERS. IT ALSO INCLUDES WORK ON THE INTERIOR OF YOUR UNIT THAT REQUIRES A PERMIT - ELECTRICAL, PLUMBING, MECHANICAL AND GENERAL RENOVATION WORK. THIS IS IMPORTANT TO NOT ONLY KEEP ACCURATE RECORDS OF ALL CHANGES THAT HAVE BEEN MADE IN THE BUILDING, BUT ALSO TO HELP ENSURE THE BUILDING STANDARDS ARE BEING FOLLOWED AND THE CONTRACTOR'S INSURANCE AND BUILDING LICENSE IS UP TO DATE AND VALID. IT ALSO HELPS THE PROPERTY MANAGER COORDINATE WITH THE VENDORS ON PARKING, USAGE AND ACCESS TO THE BUILDING DURING THE CONCRETE RESTORATION PROJECT.

BUILDING RESTORATION/CONSTRUCTION REPORT - JEN SCHAMMEL

PLEASE SEE ATTACHED REPORT TO THE MINUTES.

COMMUNICATIONS REPORT/HOTWIRE UPDATE - DEAN COSCIA

DEAN BEGAN BY EMPHASIZING THAT HOTWIRE IS NO GUARANTEE TO IMPROVING YOUR WIRELESS INTERNET SERVICE. THEY CAN HELP YOU IN CHANGING THE PLACEMENT OF YOUR ROUTER AND OFFER ADDITIONAL SERVICES THAT MAY ALSO HELP. SOME OF THESE ADDITIONAL SERVICES WILL BE AT THE INDIVIDUAL SHAREHOLDERS EXPENSE. SEE ATTACHED INFORMATION.

OLD BUSINESS

NOTHING TO REPORT

NEW BUSINESS

NOTHING TO REPORT

SALLY ASKED FOR A MOTION TO ADJOURN THE MEETING. A MOTION WAS MADE TO ADJOURN THE MEETING AND THE MOTION WAS SECONDED AND APPROVED.

RESPECTFULLY SUBMITTED,

ANNE DUNN

APPENDIX

A - CONCRETE MONTHLY RESTORATION REPORT

B - HOW TO IMPROVE YOUR WIRELESS SIGNAL

Highland Towers Concrete Restoration Project

Monthly Report

Month of January 2021

1/31/2021

1. Current Progress – North Catwalks:

- a. Progress this month: The permit was received on January 4, 2021 and US Structure's mobilization began the following day. A protected walkway was installed next to the building under the first-floor catwalk to allow pedestrian traffic from the building side door to the maintenance, trash, and storage rooms on the North side. The North alleyway is blocked off for the duration of the project and is being used as the contractor's staging area. This area is a restricted hardhat zone and not safe for Shareholders or the public to enter due to overhead work. Two swing stages were erected and are being used to transport equipment, materials, labor, and trash daily. Temporary protection (plastic) was installed on windows and ACs.

Work officially started on January 15, 2021. The North Catwalk slabs and ceilings were pressure washed with a high-pressure turbo tip to remove loose paint and concrete spalls. Grinding of floors began shortly thereafter. The grinding removes the many layers of paint and deck coatings. There does not appear to be any existing waterproofing on the catwalk slabs. There is however a thick layer (1" or more) of a cool deck type of concrete overlay that was added over the structural slab at some point in time. This topping offers no structural value and was probably installed as a decorative topping or used to slope the concrete walk away from the building for drainage.

The Inspector visited the site four times this month to inspect the concrete and identify areas to remove by chipping. Concrete chipping began on 1/22/21 and is ongoing on all floors. There is a crew performing overhead chipping on the ceilings to remove concrete at areas where there is rusted rebar supports and conduit. There is also a crew removing concrete at areas that are suspect (sound hollow or have cracks) on the floor slabs. So far, all these areas have uncovered rusted rebar. It was discovered that there is only one mat of rebar, which was installed near the top of the slab and in some cases with very little cover (concrete over the top of the rebar).

- b. Storage Room Repairs: Restoration work also began in the Storage Room. Shareholders were notified to move their belongings so that shelves next to the columns needing repair could be accessed. There are four columns needing repairs at the base of the columns. One is severe and requires shoring. The shoring was designed by an Engineer and is in the process of being installed in the storage area as well as the pool pump room. The East facing window in the storage room was removed and the exterior wall is being repaired and will be filled in eventually as a solid wall without a window. The exterior window well will be waterproofed and capped with a concrete slab, which will also be waterproofed.
- c. Window Repairs: Unit 102's East window replacement will start 2/1/21. US Structures built a temporary dust wall inside the unit and built temporary protection at the irrigation controls on the exterior side. USSI will begin concrete window repairs after the shutter and window are removed.

2. Project Issues:

- a. Rusted electrical conduit – An electrical contractor will need to be engaged to repair/replace electrical conduit in the overhead ceilings of the catwalks. This conduit feeds the exit signs and lighting on each floor. All exit signs need to be replaced due to their poor condition. A more suitable corrosion resistant exit sign will be sourced and installed in its place.
- b. Expansion joints – The expansion joints in the slab are in very poor condition and will need to be replaced. There are cracks around the expansion joints in the slabs as well as the walls which will also be repaired.
- c. Window and Door Shutters – All shutters are in the process of being removed so that repairs can be made. In addition, the door shutters, which were anchored to the catwalk slab will need to be removed to properly waterproof the slab. Shareholders were contacted and given the option of disposal or storage. Two shareholders asked for their shutters to be stored. It is uncertain at this time if these shutters can be reinstalled.
- d. Removal of topping/overlay - The 1" topping that was installed on top of the structural slab will need to be entirely removed from the structural concrete to allow the waterproofing membrane a bondable surface and for the manufacturer to provide a warranty. The manufacturer will not warrant the new waterproofing product with the topping in place. The topping also needs to be removed to be able to identify and make the necessary repairs to the concrete. Because it was not known about the topping or the fact that there was no waterproofing on the structural concrete underneath the topping, it is highly likely that there will be more repairs required than originally calculated.

3. Schedule and Phasing:

The work will continue for the month of February and March on the North Catwalks. Due to the amount of unexpected topping removal resulting in additional repairs that are required, the Contractor will complete the North Catwalks prior to moving on to the West Catwalks. The schedule is currently being evaluated to determine how much additional time the removal of the topping and associated repairs will require.

4. Shareholder Concerns:

Shareholders, Renters and Visitors should be reminded of the following:

North Catwalk Units:

- Use extreme caution before opening the door and walking onto the catwalk. If the contractor is working on your floor, **please make sure they see you before you walk on the catwalk**. They will stop chipping and allow you a safe path to walk by. Watch for overhead work going on as well as tripping hazards. Do not walk into areas that have caution tape or are barricaded off during work. All open slab areas are protected with plywood each night.
- Both swing stages are in operation. As a safety precaution, DO NOT lean over the handrail.
- Keep all windows and doors closed during work to prevent dust and debris entering units and elevator lobby.
- North Catwalk Units in the 5 and 6 stacks should NOT RUN THEIR ACs. There is protective plastic over the grilles to prevent dust from entering the grille and therefore there is no airflow through the condenser. Running the AC could cause damage to the unit. Contractor is to roll up the protection on the weekends for the occupied units. Please check first to make sure the plastic is up if you run your unit on the weekend and turn it off prior to Monday morning.

All Shareholders:

- Use caution and slowly open elevator lobby/catwalk door to access the North Catwalks or laundry rooms. Workers could be just outside the door and if they are using power tools cannot hear you.

- Chipping and grinding work is loud and dusty. Although there are dust filters/collectors on the tools, there is still dust that travels to the parking lot, especially the most Northern spaces. Keep elevator lobby and laundry rooms closed to limit dust intrusion.
- Parking along the North wall is very congested and should be limited to commercial vehicles only. Ask visitors, realtors, etc. to park across the street to allow the few spaces available for service vehicles and deliveries.
- Do not enter the Contractor's staging area in the alleyway. This is a hardhat zone and is dangerous due to overhead work. Use protected walkway from side door to access maintenance and storage rooms.
- Shareholders may receive an email from Construction@highlandtowers.org if their specific unit has any issues with windows, doors shutters, etc. so please note these emails are important to the progress of the job and may require a response from you.
- Shareholders can log in to the website highlandtowers.org to see construction updates under the Restoration Project tab and can view construction progress photos in the gallery. Weekly updates are posted every Friday evening/Saturday morning. All Shareholders should sign up for the website and check it weekly to keep updated on the project and important reminders that impact the Shareholders. NOTE that this will be the primary form of Shareholder communication throughout the project, so it is very important that you sign up and receive the weekly emails. Lou Mazza can assist anyone needing help with the website.
- Shareholders should share important reminders with their renters and visitors. In addition, weekly construction notices are posted in the elevators and bulletin board in the lobby.

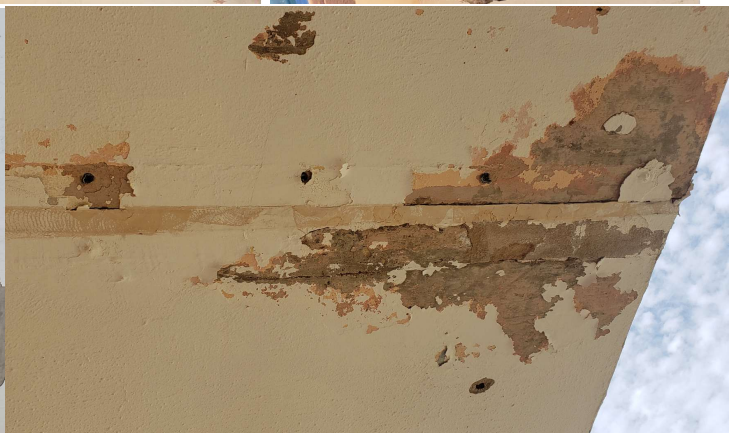
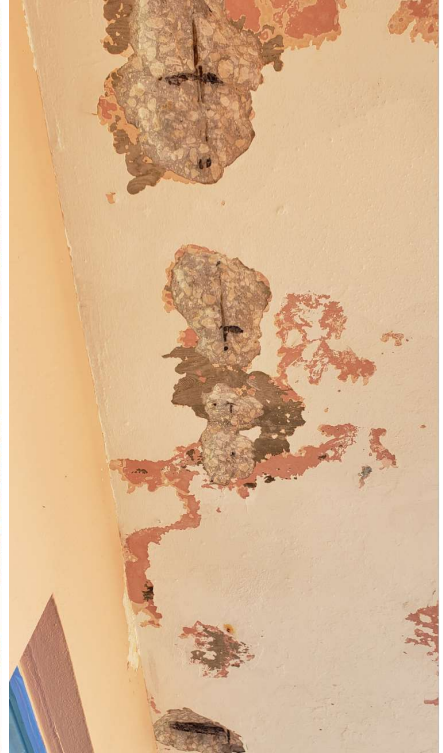
5. Progress Photos:



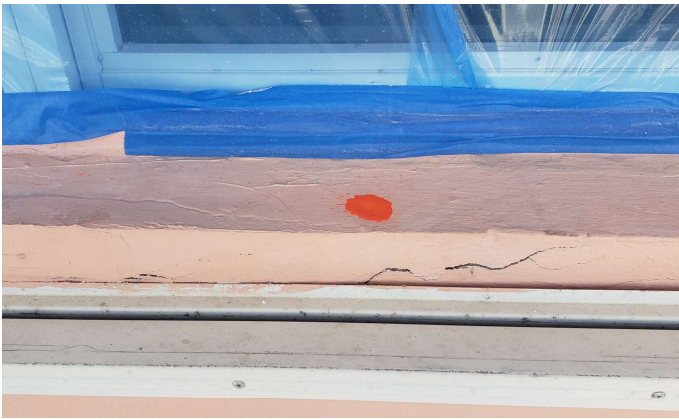
Temporary protection installed at side door for pedestrian access to maintenance, trash, and storage areas.



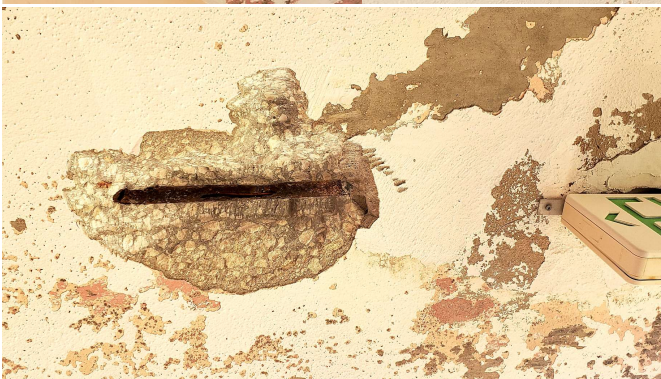
Temporary protection installed on all windows. AC units protected by thick poly.



After pressure washing – exposed areas of rusted rebar, rebar supports and failing expansion joint.



Unit 705 Window – crack identified and rust and corrosion revealed after shutter was removed.



Rusted/corroded conduit and exposed wires in multiple locations. Conduit to be replaced in these areas.



Areas on the 2nd Floor where concrete rebar is rusted. Full depth repairs will be required in these locations. Note topping slab can be seen in first photo along chipped edge. Very little concrete cover over rusted rebar.



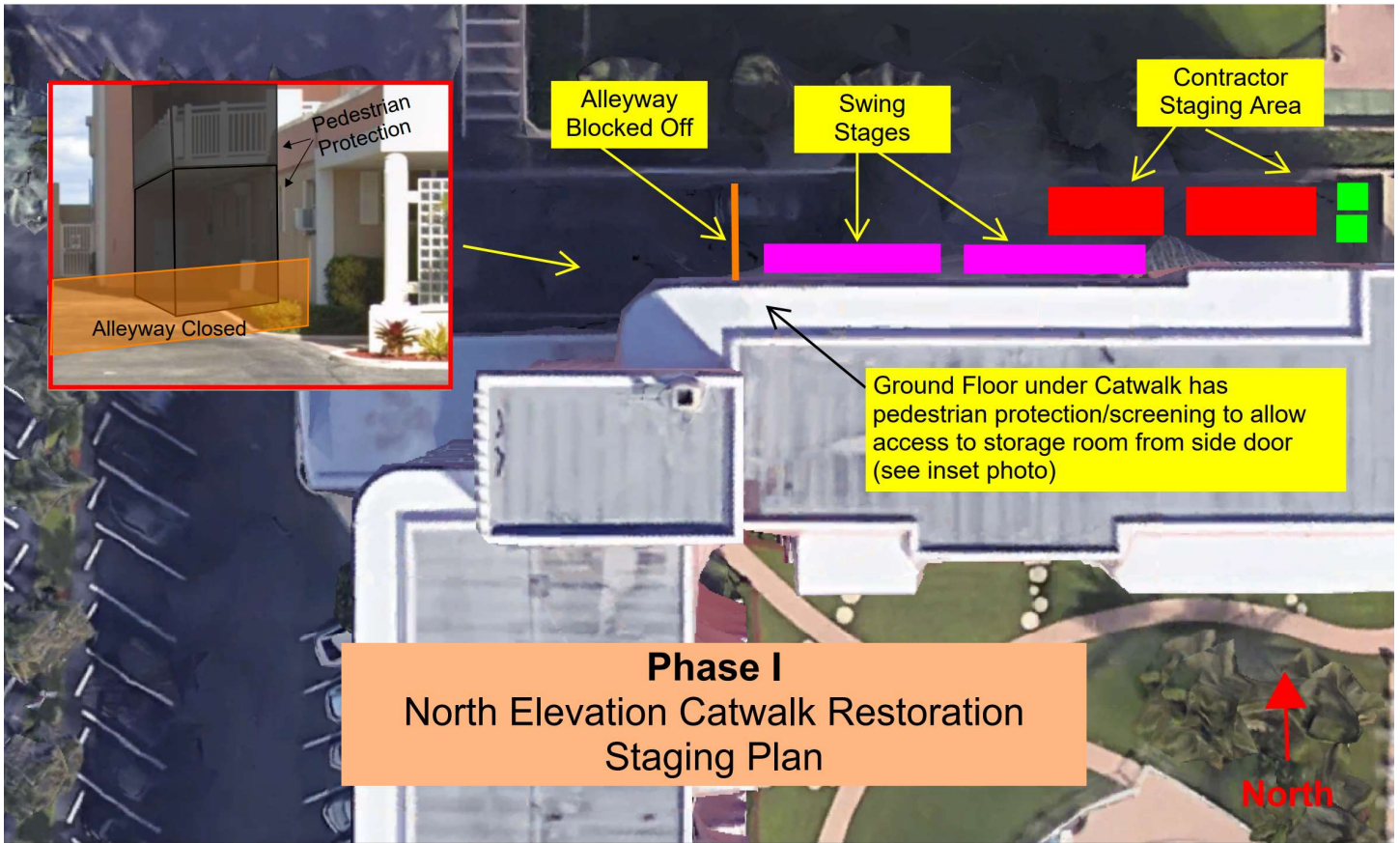
Workers accessing floors via swing stage. Overall view of progress after 2 weeks. Closeup of topping/overlay.



Full depth repair required on 2nd Floor. Contractor covers exposed/open slab areas with plywood at the end of each day.



Storage area shoring installed for column repair. Rusted Rebar and stirrups in column. Storage window removed and wall repairs in progress.



How to improve your wireless signal

Fast Internet but Slow Wi-Fi

There are two parts to your internet service. First, there is the signal coming into your home. This is delivered via a wired connection to your router. The carrier only guarantees your wired speed. The second is your Wi-Fi signal which is coming from wireless delivery devices installed in your home. Commonly, your wired router also has a wireless interface. Wireless is inherently slower than wired.

It's possible your internet is fine, but your Wi-Fi is having signal problems. A bad Wi-Fi connection can seem like an Internet connection problem, especially since it can affect all the devices in your home. There are quite a few reasons you may have a bad Wi-Fi signal. The airwaves could be congested with too many devices nearby, especially if you're using 2.4 GHz and not 5 GHz, which can support a lot more devices. This is a particularly common problem in denser areas like condominium complexes with neighbors who have a bunch of wireless routers and other devices.

What can you do?

1. Update Firmware

Your router may have a firmware update that will improve signal. The complexity depends entirely on your device manufacturer and model. Most current routers have the update process built right into the administration interface, so it's just a matter of hitting a firmware upgrade button. Other models, particularly if they're older, still require you to go to the manufacturer's website, download a firmware file from your router's support page, and upload it to the administration interface. You should make it a point to update your firmware on a regular basis for performance improvements, better features, and security updates.

2. Router Placement

Where you place the router can affect your wireless coverage. The router should be in a central location. Wireless routers need open spaces, away from walls and obstructions. You will get better signal if the router is surrounded by open air. Keep it away from heavy-duty appliances or electronics as they can impact Wi-Fi performance. If your router has external antennas, orient them vertically. Elevate the router—mount it high on the wall or on the top shelf to get a better signal. There are plenty of tools to help you visualize your network coverage. Heatmapper or inSSIDer will show both the weak and strong spots in your Wi-Fi network. There are also mobile apps like Netgear's WiFi Analytics.

3. 5GHz Frequency?

Make sure you have your router is configured for optimum performance. If you have a dual-band router, you will get better throughput by switching to the 5GHz band instead of using the more common 2.4GHz band. 5GHz offer faster speeds and encounters less interference from other wireless networks and devices. This is because the 5GHz frequency is not as commonly used. Most modern dual-band routers should offer you the option to use the same network name, or SSID, on both bands. Check your router's administration interface, look for the 5GHz network option, and give it the same SSID and password as your 2.4GHz network. That way, your devices will automatically choose the best signal whenever they can.

4. Channel

Interference is a big issue in dense concentrations like a condominium. Signals from other wireless networks, cordless phones, microwaves and other electronics can impact speeds. Most routers will choose a wireless channel for you, but if neighboring wireless networks are also using the same channel, then you may encounter signal congestion. A router set to Automatic will try to choose the least congested channel. Some routers will just choose a predefined channel, even if it isn't the best one. On Windows-based PCs, you can see what channels neighboring Wi-Fi networks are using by using the **netsh wlan show all** command from the command prompt. You will see a list of all wireless networks and the channels being used near you. In general, for 2.4GHz use channels 1, 6, and 11 since don't overlap with other channels (which can degrade performance). If you find the Auto setting isn't working well, set your channel manually (ideally, one that isn't in use by many networks in your area). Channel congestion can change over time, so check your manual selection periodically to make sure it's still the best one. It's possible the problem is unwanted guests. If your network is open, close it and set up a strong password—preferably WPA2, as WEP is notoriously easy to crack.

5. Control Quality

Most modern routers come with Quality of Service (QoS) tools to limit the amount of bandwidth that apps use. For example, you could use QoS to prioritize video calls over file downloads—that way, your call won't drop just because someone else is downloading a big file. Some QoS settings even allow you to prioritize different apps at different times of day. QoS settings can typically be found under advanced settings in the routers interface.

6. Obsolete Hardware

Make sure you are using the latest hardware. Older standards cap at low bandwidths - the maximum throughput for 802.11g is 54Mbps, while 802.11n is 300Mbps. The latest 802.11ac supports 1Gbps. Even if your router is new, you might have some older devices that are using slower standards. If you bought a PC within the last couple of years, you likely have an 802.11ac wireless adapter, or at least 802.11n. But the older your devices, the less likely they are to have modern tech built in. A newer router will support faster standards and offer all the other features discussed so far - better channel selection, band steering for 5GHz devices, and QoS. Newer routers may have features like Multi User-Multiple Input Multiple Output (MU-MIMO). These routers can send and receive multiple data streams simultaneously to multiple devices without bandwidth degradation.

7. Replace Your Antenna

If your router uses an internal antenna add an external one if possible. Your router may have come with antennas you can install yourself. Many router manufacturers also sell antennas separately. In many cases, you can choose between omnidirectional antennas, which send a signal to all directions, or directional ones, which send a signal in one specific direction. Most built-in antennas tend to be omnidirectional, if you buy an external one, it should be marked "high-gain". A directional antenna is a better option, since odds are that you aren't experiencing weak spots in every direction. Point your external antenna in the direction of your weak spot, and it will broadcast the signal accordingly. Check your router manufacturer's website for details.

8. Set Up a Wireless Range Extender

There is an optimal range that the wireless signal can travel. If the network covers a large area or if there are obstacles, performance will suffer. Routers can only broadcast reliably up to a certain distance before the signal gets weak. Range extenders pick up the existing Wi-Fi signal from your wireless router and rebroadcast it. You should still use the same rules for figuring out placement; the extender should be close enough to your main network router to pick up a solid signal, but close enough to the weak spot so it can do its job of extending that signal. The extended signal will never be as good as the original, but it can improve low signal areas. Make sure you pick an extender that can broadcast an equivalent signal: don't buy an 802.11n extender if your router is on 802.11ac.

9. Upgrade to a Mesh-Based Wi-Fi System

Range extenders help bring connectivity to dead zones, but wireless range extenders usually provide about half the bandwidth you'll get from your primary router. If you want seamless connectivity upgrade your whole network a mesh Wi-Fi system. Mesh Wi-Fi systems replace your router rather than just extend it. You'll connect one node directly to your modem, then place one or more satellite nodes around your house. The resulting setup blankets your house with a single wireless network, which uses a single administration interface. Mesh Wi-Fi Systems are more expensive than range extenders.