

Diane Avis/May 1

Why are we getting an invoice from a Roofing Division of a contractor?

Why is this Xactimate for drywall work \$14,925.00 more than an Estimate given to our Park in November 2022?

In every Bi-weekly Conference Call chart, plumbing was verified and the "NEEDS REPIPE" was marked NO! Yet we are charged \$5925.00. Sent to

Kelsy at Pegasus and Deanna Durbin on Jan.13,2023, GP Plumbing did repipe 11-7-2022.

As for Electric I don't know if an inspection was done. But no repairs were made. Electric outlets in kitchen and dinning room, including ground fault

outlet did not work when we went in March 27,2023 after drywall was up and finished. charged 1220.00 dollars.

17603 Captiva Island Lane.

Joe Tortorici May 2

Rita,

Just received your email. Donna and I are in total shock. This has been an unbelievable journey. ServPro came in after the storm and they total destroyed what Hurricane Ian did not.

We redid our home totally about 4 years ago. We had 2 new baths, a new kitchen, new appliances, new floors, new carpets, new everything. See attached photos.

ServPro removed all of my cabinets in both the kitchen and baths. We were told our cabinets were going to be reused. Where are my cabinets? They removed a walk in shower that was not to be removed. They cracked and damaged all the granite, they damaged all of my appliances that were moved to the garage. So then Elias Brothers came in. All they did was added the 2' of sheetrock above the floor and they redid my plumbing. They added Duroc to my walk-in shower however they did not place a floor pan in the shower. I was told the shower Duroc will need to be removed in order to add the pan. They Did Not replace the 40' of sub floor that they claim. Please look at my unit for yourself. They are claiming work completed that never was. The only wall they insulated was the wall in garage that is shared with the home.

On 1-30-23 Donna and I Did Not receive any Owner Remediation Reimbursements of \$6,500. To date we have not received any money from Pegasus. Zero!

Our total insurance proceeds after the deductible was only 107,019.00. This amount by far was to low considering my home was just redone with quality materials. We still have all of the receipts.

ServPro is out of their minds charging us \$46,626.07. Elias Brothers has now victimized us again charging \$49,288.00.

I was told by Ross Biondo on multiple occasions that we had \$250,000.00 in flood insurance from the HOA insurance that he had just updated two weeks before the storm hit. What happened to this money?

I was told by Dan Fior that Donna and I were to receive \$38,750.00. Where is this money?

ServPro and Elias Brothers depleted all of our insurance funds and then left us with nothing. This is not right. Donna and I did not hire ServPro or Elias Brothers. Who made these arrangements? We accept no responsibility for what has transpired.

**ISLAND PARK - #001407**

Please call or email me with your response. We truly need your assistance in this matter!

Donna and Joe Tortorici  
631-885-3612