



MANAGEMENT AND ASSOCIATES

Community Association Management

COVID-19 ASSOCIATION UPDATE

Dear Association Board Member,

Management and Associates wants to ensure the highest level of service while under the “Stay at Home” Executive Order. Although our office is closed to the public, our operations have continued to run. The day to day operations have not ceased. Our Property Managers continue to visit their associations, complete their tours, approve invoices, etc. Management and Associates is very fortunate to have access to the technology that allows us to complete our work remotely. There should be no delay in service within reason. Violation inspections have continued; however, there has been discussion in softening the letter that is currently going out. Your manager can provide you with this information.

We understand that continuing to run your Corporations during this time can be frustrating, however Management and Associates is encouraging associations to continue staffing the closed amenity areas. If possible use this time to finish up projects that are unable to be completed because owners are using the areas. Perhaps getting the pool deck cleaned and sealed or painting the clubhouse.

Board meetings are occurring remotely using our Zoom Pro Accounts, teleconferencing and also Skype. These types of meetings can occur using your computer, laptop, iPad, and or smart phone. These meetings are successful and gives the community a sense of normalcy with the ability to include all members of your association. If you have not yet used one of these features please reach out to your Property Manager to discuss scheduling your next board meeting. Our Property Managers are well versed using these applications and would be happy to host a meeting for your association.

Our staff continues to send out updates that we are receiving from sources in our industry. We hope that they have been informative and encouraging.

Our next obstacle will be association assessments and how to handle owners affected by COVID-19. There has not been any legislative direction but there has been information circulated regarding Government Agencies that owners can contact for relief.

We are not at a point where we are comfortable having face to face meetings even while practicing social distancing and onsite interaction is discouraged. However, your management team will continue to keep everyone updated as we move past this pandemic.

If you have any concerns at all please don't hesitate to contact us, we would be glad to assist you.