

**3-20-20**

**In an effort to keep our board members aware of how Casey Management is working through the coronavirus crisis we have decided it would be beneficial if we provided a weekly update to all board members via E-blast. Obviously this is a situation that is changing daily and even on the hour, however we think that the weekly update for our operations will give everyone the information on what we have monitored the current week and how we plan to operate the week ahead. Please keep in mind that it is difficult for us communicate all that is going on in real time and this seems to be the best balance of communication and continuing to do business. If we find we need to increase the communication we will. Some of the information below will not impact your communities but again in an effort to communicate efficiently we are doing one E-Blast.**

**This week we closed our offices to walk in traffic and are only accepting clients on a scheduled appointment basis.**

- We have tested all of our remote access features and found that IF the time comes where we need to work from home completely, we will be able to continue.**
- We have worked with various agencies to find out what the protocols will be if we get a confirmed case at any of our locations.**
- We have moved some of the tasks that are due in April or May up in rotation so that we can get these completed ahead of schedule to give us a margin for timing IF we have to begin remote location work.**
- We have set up protocols for our property managers to work remotely and limit their office time as they are the ones that are most exposed to the public.**
- Finally, we tried to get ahead of the financial issues by sending out the information many of our associations to have the payments go straight to the bank with the coupons that have been provided or sign up for auto payment. We saw a very big response to this request. We think this will help every associations cash flow and collections for second quarter.**

The following is what we plan to do this upcoming week. We have just finished watching the Sarasota County and Manatee County joint press conference. All area beaches will be closed by Saturday morning 6am. This means we will have more residents pool side.

- Our biggest concern is that while we anticipate leaving the pool locations open at most of our facilities, social distancing and limit of 10 people gathered at a time may not be adhered to. If we continue to see that social distancing is not being adhered to, we will contact the individual board to discuss the need or possibility of closing the pool facilities.
- We have asked maintenance staff and onsite staff to reduce the number of chairs available at the pool area and to distance the chairs more than 6 feet apart. Please encourage your residents to participate in this practice.
- We have encouraged our associations to cancel all board meetings and only hold emergency conference call board meetings as necessary.
- We have encouraged our associations to cancel all social gatherings.
- We have encouraged all of our on site offices to close for walk in traffic and have staff available to answer the phones but not to interact with vendors or owners or residents.
- We have reviewed what the role the association should play in a disaster like this. In our opinion, we see this as a similar situation to a hurricane. Owners should be prepared to "SHELTER IN PLACE". The association will still provide the services to the common areas and exterior of the facilities, but owners should get their own supplies, should schedule their own service needs, call their own vendors for issues within their home etc. This upcoming week, we will find out more from the officials as to what happens if we get a positive test at any facility.
- For the week of March 23<sup>rd</sup> we plan to remain open Monday through Friday. We plan for all of our staff to set aside time each day that they are working to return phone calls and emails. We do plan for staff to utilize some of their personal time in the weeks ahead to handle the changes of schedules

and interruptions that this time of quarantine may create at their individual homes as schools remain closed, service providers start working more and more limited service hours etc.

- We plan to have completed the financials for all of our clients and begin the work on the preparations for the second quarter.
- We anticipate a larger volume of calls and emails coming to our office as more and more residents are home. We will do our very best to keep up.

We are very pleased that while the upgrading of our accounting system created a bumpy first quarter, it has allowed us to be prepared for this type of situation. The ability to operate remotely for all of our staff is a huge benefit to our staff and our clients. We appreciate everyone's patience in the first quarter.

If you have specific questions or concerns please email me direct [bspence@caseymanagement.com](mailto:bspence@caseymanagement.com)

**The Staff and Families of Casey Management**