

Weekly Report April 24, 2020

Good Evening

I was hoping that there would be some specific news from the state of Florida today as we are one week away from the Emergency Orders Expiring. **The best quote I heard today was "The virus doesn't know that it needs to expire May 1st, there is nothing magic about that date, proceed with caution."** But here we are in the debate rages as to whether Florida will reopen for business next week or if only part of the state will open or if we will have phased openings. While it appears that the phased openings is gaining strength no one really knows what that will look like until new orders are handed down. We will continue to monitor all updates and accumulate information to send out to the board members as we receive official word. This update will focus more on what Casey Management has done this week and what we will be working on in the week ahead.

We reached a couple of milestones this week. I want to extend a huge shout out to our accounting team. All financials were completed by the 17th business day of the month for all 80 associations. All checks that had been received in our office for April assessments were processed by the 17th day of the month. On the 20th of the month, late notices began to be mailed out. We reached all the goals we set for our staff at the beginning of the month.

The late fees were automatically posted to all accounts with our new accounting system. There were some checks that posted at the bank this week shortly after the late notices went out so we did field quite a few calls from owners questioning the late fees. This month, our goal was not collect the late fees, but more to make sure owners were notified early of payment issues so that we can keep collections to a minimum going forward. At least one owner I spoke to said, they had set up for the payment to be issued on the 14th of the month since the grace period was to the 15th.... Their check was received by the bank on the

22nd. I encouraged them to set up the payment for much earlier in the month to avoid late fees next quarter.

Since the system is automated, the letters are not as personalized as they have been in the past. We are using the same format that many of the larger companies are using and we know that this is going to make us more efficient. However, we will be reviewing comments from owners as they come in.

On the Casey Management "to do list" for the week ahead is to review the restrictions and recommendations for life in Florida starting May 1st. It is possible that the "Safer at Home" order will be extended. Our office will continue to operate on staggered shifts and maintain social distancing. We are monitoring all information from the state of Florida to see what the next phase of operations will look like. We do have masks, gloves, sanitizer and thermometers all stocked at the main office for our staff members. We will continue to keep the inner office closed for walk in traffic. The longer this pandemic continues, the greater the odds are that a resident at one of our associations will test positive and will notify management of that testing. We are working on a plan of what needs to be done in those cases. Right at 35% of our associations are mid-rise or high-rise buildings with elevators and lobbies. We are working on protocols for those buildings and will share that with those managers and boards directly. We are closely monitoring the new conversations of "CONTACT TRACING". What role will the management company play in identifying any contact tracing? How do we keep track of who is coming and going? What information do we need to receive from them, even if they are in town for just a short time? My head spins each time I think of this new world of managing the unknown. The one thing I can say about all of our staff, they care. They care about our clients, residents, owners, vendors and all extended families. We do not want to put anyone in harms way, we do not want to over react, but even more we do not want to under react. We appreciate the board members who

have worked with us behind the scenes to review information, provide us information from outside sources and helped keep us informed.

The number 1 topic continues to be "CAN WE OPEN THE POOL?" The pressure many board members are feeling over this one topic is disheartening. We truly hope that this is the toughest aspect of the entire COVID 19 that any of our associations have to deal with. We do not think there is a right or wrong answer to this question.

With the partial opening of the county beaches, we have heard of many associations looking to follow similar guidelines with the swimming pool. Ultimately it is a board decision. We are all seeing the same news and we are all hearing the same statistics. Here are some of the ways others are looking at opening their swimming pool areas.

- 1. Allowing the pool to open for exercising and lap swimming. But not allowing the pool deck to open for sunbathing or socializing.**
- 2. Removing all chairs from the pool deck area. While some are reducing the number of chairs in the pool area and spacing them far apart.**
- 3. Allowing between 6-10 residents in the pool area at any given time.**
- 4. No outside guests, including no family members, only residents of the association.**
- 5. Staff will monitor the pool on a more frequent rotation. This varies widely depending on the size of the community and the availability of staff.**
- 6. All residents are encouraged to take their own precautions.**

Late today we received the following information from the City of Sarasota as a reminder that the orders have not yet expired:

The public is very strongly urged to wear protective masks when leaving home to conduct essential activities, and to acquire protective masks if they have not already.

Florida citizens are to remain in their homes except to conduct essential activities under Gov. Ron DeSantis' ["Safer at Home"](#) executive order. Social gatherings of more than 10 people are prohibited on public and private property in the City of Sarasota.

Expect to see next week's update have more of this type of information as we hope to have a very good idea of what May will look like at that point.

Continue to stay safe.

Thank you,

Bridget Spence
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