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March 15, 2020

Dear Homeowners,

We are writing to you today to inform you of our company's measures in regard to the novel coronavirus COVID-19 pandemic. We find ourselves with the challenge of providing as much safety as possible for our employees and providing the best possible service to our clients under conditions that are new for all of us.

The coronavirus COVID-19 has now been deemed a pandemic and the State of California has declared a State of Emergency relative to the spreading virus. In Stanislaus County where our office is located, this past week the first two confirmed cases of the virus were announced. The county has announced measures that will be taken if the virus becomes more serious locally, which includes closure of schools and public buildings.

Should Stanislaus County close schools and public buildings, which we expect to happen this coming week in an effort to contain the coronavirus, our office will be closed to the public at that time. We will have full staff working but we will not be allowing any entrance to our office building from the general public. We will be available by phone or email and will have signs on our doors indicating why we are closed and to contact us via phone or email. Our phones will be working during our normal business hours. Other than not being able to visit our office, all other services will continue as normal. Maintenance services will also continue to be provided without interruption. You can still contact our office after hours for emergency services by calling 209-544-3422.

You will still be able to call our office and speak directly with a staff member. We will also be completely available via email. If you typically drop off your dues check to our office, you can use the mail slot in our entrance door. This may be a great time to become familiar with and use our website at hoapro.com. You can make maintenance requests through our website and there are interactive forms available that can be completed and submitted to us electronically saving you a trip to the office and/or a postage stamp.

We will be working directly with your Association's Board of Directors in regard to regularly scheduled Board meetings which may be canceled for a period of time. Your Association Manager will be working closely with the Board to insure no disruption in Association business and will also be checking emails even more closely than normal while our office is closed to the public.

In the event of a confirmed COVID-19 case among our staff or someone close to a staff member, we may find it necessary to impose quarantine conditions for a period of time. We have enhanced office cleaning to protect our staff as much as possible and educated them on best practices regarding personal protection. Despite these measures, should it become

A DIVISION OF TMA MULTI-SERVICES, INC.

MEMBER: COMMUNITY ASSOCIATIONS INSTITUTE · CA ASSOCIATION OF COMMUNITY MANAGERS · EXECUTIVE COUNCIL OF HOMEOWNERS



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necessary to impose a quarantine, we have arrangements in place for our managers and key employees to work from home. All managers will be completely accessible via phone and email during this time. In addition, our accounting department will continue to be functional working from home, and owner deposits will continue along with bill payments. All incoming calls will go to a voicemail system which will be checked regularly, and phone calls will be returned as needed. Emails will also continue to be checked regularly throughout any quarantine period.

It is likely that the precautions we may need to take and the potential of increased use of sick leave by staff members may impact turn-around times for certain services. We ask for your support and understanding. As a company, we are doing everything we can to proactively deal with this situation while also minimizing disruptions as we continue to provide services to each of you and your community.

If you have any questions at all, please do not hesitate to reach out to your association manager or one of us.

Sincerely,

Sherri Annoni Lucy
President

Jerry Gonzalez
Vice President

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