

To our Valued Clients and Homeowners,

The health and safety of our clients, homeowners, and associates is our highest priority. The COVID-19 situation continues to develop rapidly, and we would like to take a moment to communicate the precautionary measures we are taking at our office.

As part of our ongoing efforts to operate safely, we are following the guidelines recommended by local health agencies and the US Center for Disease Control (CDC).

What you can expect from us

- We will be practicing social distancing, limiting in-person interactions to the extent possible and will be refraining from shaking hands. Visitors will be limited into our office.
- We continue to provide guidance to our team members on hand-washing protocols, and the importance of staying home if they are ill.
- Where possible, our team may be working remotely but will answer emails.
  - **Homeowners** – please use the mail slot on the door to drop off correspondence etc.
  - **Deliveries** – Please knock on the door.

We will continue to monitor the COVID-19 situation as it develops, and modify business operations as needed.

We thank you in advance for your patience and cooperation as we navigate this pandemic together.

Thank you,

Encore Property Management