

ATTENTION RESIDENTS

In an effort to cooperate with the guidelines set forth by the CDC and governmental agencies in view of the situation around the COVID-19 **we at Waterways Association Management will be closing our doors for customer access effective Friday March 20th, 2020.** As we continue to monitor the situation, we will notify you of any updates regarding open doors. We will continue operations as normal and can be reached via emails and phone as always. If there is a true emergency, please call the office and we can arrange an appointment as needed.

We appreciate the trust you place in us and as we continue to monitor the spread of COVID-19, we wanted to share with you the steps we've taken to help minimize the impact on our customers, employees and communities we operate.

- We have implemented enhanced cleaning procedures in our office
- We have established protocols to ensure that any of our employees or vendors who are potentially infected stay at home
- Encourage all members to voluntarily limit the number of guests and visitors invited into the community.
- Remind all members to provide updated emergency contact information.
- While the board still needs to operate and manage the association's affairs, which includes holding the annual meeting proper precautions must be taken, and in-person meetings should be cancelled until further notice. As a reminder, directors can also attend meetings telephonically via speakerphone. We won't be cancelling annual or board meetings but will be offering conference call platforms for members to attend.
- Inform residents to contact the Florida Department of Health 24-hour hotline at 1-866-779-6121 or their health care provider if they feel ill, believe they have been exposed to the virus or have any questions regarding COVID-19.
- For all payments that need to be submitted by April 1st, 2020, please make sure they are mailed to our office address so they can processed accordingly.
- As always, we encourage you to enroll in your online portal either by using the app or with your computer so that you can stay connected.

FOR FASTER RESPONSE TO ALL ASSOCIATION RELATED ISSUES PLEASE EMAIL support@waterwaysmgmt.com

Thank you
WATERWAYS ASSOCIATION MANAGEMENT
239-348-3030

