



## Important Update to Residents Regarding Response to COVID-19

Dear Community Residents,

As we continue to monitor the outbreak of the COVID-19 virus and the rise in cases across the country, the chance of it impacting the client communities we serve across the nation is ever increasing. As part of our ongoing response and recovery outreach effort, along with our collective responsibility to ensure the safety and well-being of everyone in our communities, we want to make sure you have the necessary resources, guidance and information.

We will adhere to the instructions of our community board members in dealing with very sensitive challenges our communities will likely face and we are encouraging our board members to consult with the association's attorney before making any decisions that could affect the membership and community. Two issues many communities will soon encounter involve being mindful about maintaining the privacy of someone who has become infected and continuing to collect assessments in order to continue the safe and effective operation of your community.

To assist with those and other related topics, the Community Associations Institute (CAI) is an international membership organization dedicated to building better communities. It provides information, education and resources to homeowner volunteers who govern communities and the professionals who support them. CAI also provides a legal resource to community associations through the College of Community Association Lawyers (CCAL) who are providing much needed advice during the COVID-19 pandemic. This information is being updated on a frequent basis and provides a wealth of guidance during this extraordinary time.

The [CAI website](#) has free resources, FAQ's and best practices to help all of us navigate very important matters we are currently experiencing such as:

- Closing Common Areas
- Guests and Your Community
- Holding Board Meetings
- Residents and the Coronavirus
- Delinquent Assessments
- Pending Construction/Repair Contracts

In addition, the links below will take you directly to these pages within their website:

- What to know about COVID-19, Your Community and CAI – <https://www.caionline.org/Pages/Coronavirus.aspx>
- Frequently Asked Questions about Community Associations and COVID 19 – <https://www.caionline.org/Pages/Coronavirus-FAQ.aspx>
- Government Actions Impacting Community Associations – <https://www.caionline.org/Pages/covid19gov.aspx>
- CAI Statement of Moratorium on Foreclosure Actions – <https://www.caionline.org/Pages/covid19foreclosures.aspx>

We will continue to assist any way we can and are always here to help. It is an honor to serve you and your community.

With gratitude,  
The RealManage Executive Team