



On behalf of the entire VSA Association Management (VSAAM) family, I wanted to inform you that due to the Governor of Virginia's Executive Order #55 for a Temporary Mandatory Stay at Home order to fight the COVID-19 virus on March 30, 2020, our offices will be closed to visitors until further notice, with limited personnel onsite.

### **What We are Doing**

As previously informed, we developed an internal Task Force that established procedures in case there is a suspected or confirmed case among our team members and initiated remote working and flexible hours in positions that allow it. We also reviewed and updated our business continuity plan, including contacting all Association vendors and partners to inquire what critical services may be affected.

At this time, we are still evaluating what services to individual associations will be available, most of which is dependent upon the community location, structure, mechanical equipment, and amenities. Your Community Manager has already been in contact with the Board of Directors to identify critical components that require (or could require), services that affect health or life safety.

We are working closely with our financial support partners at TOPS, ClickPay, Homewise, and Townebank. While they have transitioned to remote operations, Owners who have elected to mail payments to our P.O. Box or physical location, may see a disruption in payments being deposited, therefore received by the Association, negatively affecting the community resources.

Since we are unsure of how long the mandatory stay at home notice will be in effect, we request that you set up on-line payment through ClickPay at [www.clickpay.com](http://www.clickpay.com). I've enclosed the step-by-step instructions to do this and although there is a small fee, it ensures that your payments are received in a timely manner and the lack of condominium assessments does not negatively impact the Association's ability to keep essential services and honor its financial responsibilities (Paying insurance premiums, utilities, etc.).

If you MUST mail your payments, please mail them to the Association: c/o VSAAM, P.O. Box 9295, Virginia Beach, VA 23450.

### **What the Board is Doing**

While the Board is committed to the community, unit owners, and residents, they believe in responsible and safe actions by all, while staying vigilant and following the recommended procedures and protocols by the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and local authorities.

The Board has set up an emergency communication platform with VSAAM and will notify us of any emergencies or non-routine services that are required.

## What You Can Do

We are committed to keeping you informed and invite you to do the same. Please contact us during regular business hours (Mon-Fri 9am-5pm) at:

Markita Davis [mdavis@vsaamgmt.com](mailto:mdavis@vsaamgmt.com) or 757.747.2284  
Kimberly Mills [kmills@vsaamgmt.com](mailto:kmills@vsaamgmt.com) or 757.821.8430  
Beverly O'Quinn [boquinn@vsaamgmt.com](mailto:boquinn@vsaamgmt.com) or 757-821-8421  
Michele Colson [mcolson@vsaamgmt.com](mailto:mcolson@vsaamgmt.com) or 757-333-9249

Voice mail messages and emails have been routed so that they will be received and responded to in a timely fashion. If you have an urgent request after hours, please call our Hotline at -757.425.2200 or in case of an emergency, dial 911.

We ask that all residents assist:

1. Help in keeping the interior (if any) common areas clean and disinfected by wiping down any areas after you or your family have touched them and that you practice the recommended social distancing by maintaining a roughly 6-foot distance between other people.
2. Help in keeping the community exteriors outside of your unit clean of clutter and debris.
3. Help in keeping the community landscaping by volunteering to assist in mowing, leaf cleanup and picking up branches and other debris. (Landscaping services may be interrupted for an extended period of time due to the classification of "essential businesses" authorized to operate during the closure.

We also ask that you ensure that we have your emergency contact information (cell phone number), current email address, and permanent mailing address in order to better communicate with you on an ongoing and timely basis. Please email [mdavis@vsaamgmt.com](mailto:mdavis@vsaamgmt.com) if you are receiving this by regular mail!

If you have leased your unit, please provide your tenant's contact information so that we can also share emergency and community-related updates to them on your behalf.

We will continue monitoring the coronavirus (COVID-19) updates as well as mandatory closure notices, responding to all inquiries based on the advice of governments, public health authorities, and medical professionals. Thank you again for entrusting us with managing your Association and community.

Michele Colson, VSA Association Management, LLC