



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

---

Dear Community Residents,

We are monitoring the outbreak of the COVID-19 virus and its potential impact on our client communities. At RealManage, our primary interest is the safety and well-being of our team and the residents in the communities we serve across the nation. To that end, we have put the following measures in place, effective immediately:

- All employees who have the ability to work remotely have been authorized to do so until further notice
- Work-related travel has been temporarily restricted
- Staff members who are believed to have had contact with anyone infected, or are showing signs of illness, have been placed on tight restrictions
- A limited office visitation policy for non-essential personnel and business partners has been put into place
- Remote board meetings and decision-making by web-hosted video conferences instead of in-person meetings has been encouraged (where allowed by state law)

Our web-based, proprietary technology empowers our team to remain highly-efficient and well-equipped to work from anywhere with an internet connection, therefore, we expect minimal disruptions to service. Our Resident Services Group, however, is experiencing an increased call volume due to the current situation which is resulting in longer than normal hold times. For non-emergency issues, please email us at [realservice@ciramail.com](mailto:realservice@ciramail.com), or for faster service, visit your Resident Portal.

We urge you to familiarize yourself with the recommendations of experts and take precautions to protect yourself and reduce the spread of the virus. Here are a few resources that you may find helpful:

- [Whitehouse.gov 15 Days to Slow the Spread](#)
- [Center for Disease Control - Mass Gatherings](#)
- [Center for Disease Control - Schools, Workplaces & Community Locations](#)
- [CAI - Understanding Emergency Declarations](#)
- [Addressing COVID-19 In Your Community Association](#)
- [The Coronavirus, Flu and HOA/Condo Meetings](#)
- [Coronavirus and our Communities: POA Preparedness](#)

We are here to help. It is an honor to serve you and your community.

Best Regards,

The RealManage Executive Team