

Dear [Association name] Residents:

I am writing on behalf of the Board of Directors of [name of Association] to provide you with information and resources that may help you during the COVID-19 pandemic. Governor Inslee has issued a Stay Home – Stay Healthy order, but essential services are still being provided. Those include essential maintenance, management and sanitation services to keep our association and common areas operating safely during the crisis. This letter reflects our interpretation and best understanding of the Governor’s orders but does not constitute legal advice.

Some of the services and resources that may be most important to you are as follows:

Key Contacts

Below is contact information for the Board of Directors and the Manager. If you have questions about services being provided to the Association, or are having difficulties personally and need help, please call someone on this list:

- Manager: [insert contact information]
- Board Contact: [insert contact information]

Association Operations and Common Areas

The Association is taking prudent steps, in accordance with guidance provided by federal, state and local authorities, to clean and disinfect common areas as well as possible. Residents remain responsible for their own safety, however, and for the sanitation of their units and private property. In addition, non-essential common areas have been temporarily closed, as follows:

- Closed Common Areas:
- Open Common Areas:

Some meetings and events have been canceled or are being rescheduled. We are using conference telephone and other remote communication technologies to hold meetings whenever feasible. You will receive notice of any Association meetings being held remotely and will have the opportunity to participate. Please let us know if you have any questions about this or need assistance connecting remotely.

The community may experience temporary staff shortages if individuals get sick or need to remain at home. Move-ins and move-outs, open houses, non-essential maintenance and construction work, social events, large deliveries, and other services may be reduced or curtailed until staffing levels and services return to normal. We will keep you advised of any reductions in staffing or services.

Review of architectural review requests may be postponed during the crisis. If action on a request is postponed, the requesting owner will be notified.

Monthly Assessments

If you have suffered a job loss due to the pandemic and are unable to pay your monthly assessments, please contact the Manager or Board Contact listed above as soon as possible to discuss a payment plan. Assessments are necessary to maintain common areas, pay insurance premiums, fund essential association services and maintain the solvency of the Association, but payment plans are available to accommodate residents who are temporarily unable to pay due to the pandemic. Rest assured that no late fees or interest will be charged on assessments that cannot be paid due to a job loss during the pandemic. On March 18 the federal government adopted a 60-day moratorium on foreclosure of FHA-insured single-family mortgages (see HUD No. 20-042), and Washington State and some counties have adopted moratoriums on residential evictions. See Governor Inslee's Proclamation 20-19 and King County Superior Court Emergency Order #9 (March 18, 2020).

Please visit the State of Washington Department of Financial Institution's website for helpful information on Financial Resources for Washington Residents Impacted by COVID-19, at www.dfi.wa.gov/coronavirus/financial-resources. The site includes information on mortgage assistance, rental assistance, assistance with utilities, and more.

If You Get Sick

Medical authorities are strongly urging all persons who exhibit COVID-19 symptoms to stay home and avoid public spaces except to obtain medical care. Such persons should also separate themselves from other people and pets in the home as much as possible. If you need to need to visit a doctor or get tested for COVID-19, develop a plan before you go:

- Call ahead before visiting your doctor.
- Wear a facemask if you are sick.
- Cover your coughs and sneezes.
- Wash your hands often.
- Avoid sharing household items.
- Clean all “high-touch” surfaces, such as counters, tables, doorknobs, bathroom fixtures, phones, keyboards, and remotes.

If appropriate, the Association may notify residents that an individual in the community has contracted the virus. The identity of a person having the virus will not be released without his or her express permission.

The Association is prepared to reasonably accommodate an owner who is sick by postponing violation hearings, extending deadlines on architectural applications, or granting payment extensions if appropriate. Please contact the Manager or Board Contact if you need an accommodation.

Other Resources

We encourage you to review the guidance being provided by Community Associations Institute on its website at www.caionline.org. CAI has compiled valuable information about best practices for maintaining safe operations during the COVID-19 pandemic, and WSCAI has posted a helpful webpage with links to key resources (www.wscai.org).

Our Priority Is You

The foregoing actions are being taken to protect the health and welfare of the residents of our community. Please know that the first priority of the Board of Directors and management is to assist homeowners during this crisis, and to minimize disruption and insecurity. Please let us know how we can help you.

Sincerely,

[name]

On behalf of the Board of Directors

