



March 18, 2020

RE: Community Operations During COVID-19 Pandemic

Dear Valued Homeowners:

As you know, recent events have disrupted virtually all of our daily routines, work lives, social interactions and even our homes and communities. Like you, Harmony Management Group is concerned about the COVID-19 pandemic and the impact it may have on all of us. Obviously, our utmost concern is with the health and safety of all of our homeowners, board members and our employees. That said, we also understand that our responsibilities to your community do not simply stand still and wait for things to resolve on their own. To that end, we want you all to know that we will continue to do everything in our power to continue to serve the needs of your communities while also balancing our concerns for the health and safety of everyone with whom we come into contact. Our commitment to providing outstanding professional management services is unwavering.

With that commitment in mind, and given the current circumstances, we are changing our staffing model to allow telecommuting by all our staff. We have temporarily closed our office and have suspended all onsite management services and have asked our employees to limit their contact with others to the extent possible. In addition, all telephone calls will automatically be transferred directly to your respective community manager. If the manager is not available, the call will be transferred to your manager's administrative support team. Finally, our managers will only be attending meetings via telephone or video conferencing until further notice. We also encourage our board members and homeowners to participate in the same manner. Finally, we encourage postponing or canceling all in-person meetings and social events until further notice. We hope that these guidelines will serve the dual purpose of supporting the need for social distancing in our communities while also ensuring that our employees will be able to continue to serve the needs of your communities.

For the vast majority of our communities and homeowners, you will not notice any interruption in services. Our company is already set up to be able to efficiently operate remotely and our staff is well-trained in using the tools we have implemented to allow them to continue to work. Having said that, *some* degree of interruption to the normal rhythm of business is to be expected. We appreciate your understanding and patience as we navigate the rapid changes to our employees' working conditions and personal lives.

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We will continue to keep our communities informed of any changes to existing policies and practices, whether through government direction or internal decision-making. In the meantime, if you have any questions, please reach out to your community manager or directly to me. We extend our best wishes to you and your family to remain healthy, happy and calm.

With much appreciation,

A handwritten signature in blue ink that reads "Michelle Lee". The signature is fluid and cursive.

Michelle Lee
President
Harmony Management Group, Inc.