

TOTAL

PROPERTY MANAGEMENT, INC.

Update – Total Property Management Covid-19 Mitigation Protocol

March 18, 2020

Dear Valued Clients,

You recently received communication regarding Total Property Management's Covid-19 Mitigation Protocol as we all collectively navigate through this critical time. We are committed to keeping our Boards fully abreast of measures currently being taken to ensure that there is little to no disruption in the service we provide our clients. To this end, please be advised of the following:

STAFF WORKING REMOTELY | EMAILS PREFERRED

Pursuant to the order given yesterday afternoon by the Orange County Health Officer, all Total Property Management personnel will be working remotely, full-time, and available via email and phone. Our Lake Forest office will remain closed until March 31st, unless local officials extend the order. All employees have the necessary infrastructure in their homes in order to fully complete their job duties in the short-term.

An auto attendant has been set up for direct routing to our accounting and customer service departments, as well as a directory to reach our property managers. The receptionist will be available for any homeowners that need help with finding whom they should speak with, but we strongly encourage members to use email instead of our phone system to correspond with staff during this time.

We are in constant communication with the vendors and contractors that service our associations to anticipate what services may have to be cut in the coming days and weeks (if any), and in developing ways to mitigate suspension of emergency and non-emergency services.

Teleconference meetings (in lieu of traditional face-to-face meetings) can be accomplished and coordinated by our office. Homeowner Forum requirements can be accomplished by providing the conference number to interested homeowners.

Mail, including mass mailers, will still be produced and mailed by our office as necessary. Likewise, incoming mail will be received and distributed accordingly, including assessment payments and invoices for accounts payable processing.

As additional pertinent information becomes available, you will be immediately advised. As always, we appreciate your understanding as we all navigate the current world circumstances. If there are any questions or concerns regarding the above, please do not hesitate in contacting your Managing Agent.

Sincerely,

Beverly Allen

Beverly Allen
CEO

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