



## ALEXANDER WOLF & COMPANY, INC.

Providing Service for More Than Forty Years

Please direct all communication  
to our Corporate Headquarters

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Plainview, NY 11803

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[www.alexanderwolf.com](http://www.alexanderwolf.com)

March 23, 2020

Dear Board Member,

At Alexander Wolf & Company, Inc., attending to the needs and safety of our residents and employees is our top priority.

Legal Dept Fax:

516.719.0096

Our hearts go out to all who have been affected by the Coronavirus disease (COVID-19). Our business remains open and we are committed to providing the best customer service and experience that Alexander Wolf & Company, Inc. is known for during this challenging time.

We want to assure you that we will continue to monitor the situation very closely. We know this is an evolving and unprecedented event and as a result we want to share with you the various emergency management measures we are implementing to ensure continuity of service:

- Out of an abundance of caution for our employees and clientele, our employees are telecommuting and our physical office is closed in accordance with the New York State on PAUSE executive order.
- Our voicemail system has been modified to permit callers to leave messages for departments, in addition to by employee name. As is customary, afterhours emergency calls will be handled as usual by calling our service at (516) 692-3731.
- In order to ensure that real estate transactions continue without interruption, we will bill fees for all chargeable services, including but not limited to, completion of questionnaires or refinancing fees, directly to your property (for those it applies). We will then assess the fee(s) to each resident on their monthly billing statement to serve as reimbursement to your property for the payment.
- To help prevent the spread of the virus, all property manager site visits will be discontinued until further notice. We wish to ensure the safety of our staff and our residents.
- In accordance with mandates from public officials and the Centers for Disease Control and Prevention (CDC), all forms of resident meetings scheduled for before June 2020 should be cancelled; access to residences should be limited to emergency matters by building staff/contractors; and clubhouses/party rooms, gyms, and other common spaces should be closed, with exception of laundry rooms. We will immediately implement this at your property unless you direct otherwise.
- All employees are now required to email their weekly payroll sheets to our payroll department. We have required all employees to enroll in direct deposit to ensure timely receipt of their payroll funds.
- We have instructed building staff to: sanitize common areas a minimum of once daily; purchase hazardous materials suits/decontamination suits now, in case the situation evolves; postpone nonemergency work; and maintain a 60-day reserve of building supplies, such as cleaners, garbage bags, etc.

All the best to you and your families during these trying times.

John D. Wolf, President  
Alexander Wolf & Company, Inc.