

**ALEXANDER WOLF & COMPANY, INC.**

Providing Service for More Than Forty Years

Please direct all communication
to our Corporate Headquarters**One Dupont Street, Suite 200
Plainview, NY 11803**

Tel: 516.349.0540

Fax: 516.349.7751

www.alexanderwolf.com

Legal Dept Fax:
516.719.0096

March 31, 2020

Dear Residents,

We are continuing to monitor and respond to the situation surrounding the Coronavirus (COVID-19) and want to assure you that we are committed to maintaining the health and well-being of staff, residents, and their families.

This letter serves to inform you of the steps taken by the board of directors to handle this situation, and to advise you of the various steps we can all take to ensure that the Coronavirus does not proliferate and enter the community:

- Apartment Deliveries- All non-essential deliveries are suspended pending notice to the contrary. We define essential as food, supplies, and replacement of appliances that have failed. All other deliveries should be tabled. No delivery person should enter the building. All essential deliveries must be left in the lobby and the delivery person should not enter the building.
- Apartment Renovations/Alterations, Repairs and Improvements- are suspended pending notice to the contrary. Only essential repairs are remitted, such as nondiscretionary repairs to plumbing, electrical, roofs, façade, and drains.
- Guests/Visitors- are prohibited pending notice to the contrary. Residents are prohibited from having any guests or visitors in their apartments or common areas of the building. Visitors may be denied access or asked to leave the building.
- Clubhouse- is closed pending notice to the contrary.
- Gym- is closed pending notice to the contrary.
- Moves into the Building- are prohibited pending notice to the contrary.
- Open Houses- are prohibited pending notice to the contrary.
- Staff Members- have been directed to refrain from accessing any apartment unless there is an emergency situation warranting it.
- Financial Assistance- if you are having financial difficulties, please email your property manager and outline your request. Your board will accommodate residents as much as possible during this time.



ALEXANDER WOLF & COMPANY, INC.

All Residents

Page 2 of 4

- Social Distancing- All persons should maintain a 6-foot distance from one another when in common areas. We ask that when using the elevator, to please limit its use to one household at a time and to not congregate near the elevator entrance. Please limit your time in the lobby and mail area.
- Monthly Exterminator Service- has been suspended pending notice to the contrary.
- Limit Gatherings- All 'non-essential gatherings of individuals of any size for any reason (e.g. parties, celebrations or other social events) must be canceled or postponed at this time. Hosting guests and social gatherings (including family gatherings) in your residence creates an unnecessary and unreasonable risk to other residents and employees of the building.
- Communications- Please email your property manager with your email address so we may email notices to you instead of sending them to you through hand delivery.
- Lobby Furniture- We will be removing all Lobby furniture to eliminate another touch area in the building.
- Sanitizing- We continue to direct staff to execute cleaning and sanitizing of the common areas one to two times daily during this pandemic. This means cleaning and disinfecting any surface or material where the virus can easily spread between residents (such as common area door handles, laundry room equipment).
- Prevention- Of course, the most effective measures against the spread of the Coronavirus are the ones taken by all of us on an individual level. As all governmental agencies and health professionals have repeatedly advised the public, a few simple precautionary practices can radically decrease the spread of the Coronavirus. Below are few of the most important practices recommended by the Center for Disease Control and Prevention ("CDC") we should all adopt: Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing; If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry; Avoid touching your eyes, nose, and mouth with unwashed hands; avoid close contact with people who are sick; put distance between yourself and other people if COVID-19 is spreading in your community; stay home if you are sick, except to get medical care; and cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.



- Infection- in the hopefully unlikely event that a resident tests positive for the virus:
 1. Report- Please advise your property manager pyaworski@alexanderwolf.com and emugno@alexanderwolf.com if you or someone you know of in our community tests positive for the Coronavirus. The foregoing is essential so that the board can implement the necessary cleaning and other precautionary measures to attempt to stop the spread of the Coronavirus any further. In that regard, the board will continue to do everything within its power to protect any infected individual's privacy.
 2. Positive Tests- We will advise you of the positive test and will give you a general idea of where in the building the individual resides. We will not disclose the name of the individual who tested positive for the Coronavirus out of respect for the individual's privacy and due to the Health Insurance Portability and Accountability Act (HIPPA). However, the individual will be fully aware of the need for said individual to self-quarantined and must assure our office that said individual is doing so.
 3. Assistance- Staff will assist the individual who tests positive with refuse removal as to prevent the individual from traveling in common areas.
- Staff Illness- In the hopefully unlikely event that staff becomes ill and is quarantined, we may call on residents to bring their refuse directly to the exterior dumpster for disposal and call for volunteers to clean common areas. Cleaning and porter services are increasingly unable to keep up with staffing demands.
- Drain Lines- Please do not flush anything other than toilet paper down the toilet. The plumbing system cannot handle paper towels or wipes.
- Laundry- Please be mindful when doing laundry and set a timer and remove your items in a timely manner.
- Refuse Removal- When disposing of garbage down the chute, all bags must be double bagged.
- Neighbors- Please check in on senior citizen neighbors and others with existing medical concerns to see if they require assistance.



ALEXANDER WOLF & COMPANY, INC.

All Residents

Page 4 of 4

The Board understands the frustration that these temporary procedures and protocols may cause, but they are consistent with advice from public health authorities and are necessary for the health and safety of our entire building.

We trust that everyone understands and thank you for your anticipated cooperation as we all do our best to deal with these tough circumstances.

On behalf of all of us at AWC, we wish you and your family, the very best outcome during this health emergency. We value your partnership and loyalty as we collectively work through this together.

Sincerely,

John Wolf, President
Alexander Wolf & Company, Inc.