

**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**

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

March 18, 2020

Legal Dept Fax:  
516.719.0096

Dear Residents,

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

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 experienced leadership that we are known for, during this challenging time.

We have been following the news, as have all of you, looking for guidance from public health officials and government agencies, including the Centers for Disease Control and Prevention (CDC), so we can make assessments and provide information and guidance as the situation develops.

I want to assure you that we will continue to monitor the situation closely. We know this issue is evolving and we want to share with you the various preparatory measures we are taking to seamlessly continue all necessary services:

- Effective today, we are asking all residents to refrain from visiting our office. Residents will continue to have many options to communicate with our office, including email, facsimile, telephone, and regular mail.
- Our managers will work remotely with your board to set protocols, superintendent and contractor performance (if applicable), project completion and anything else that may be unique to your property.
- We have reduced our in-office staff presence to minimize the possible transmission of the virus, so many of our employees will work remotely from home. All residents have customary access to the manager and their assistant during normal business hours through our office voicemail system, and of course, by email.

When leaving a voicemail, please include as much detail as possible and the phone number you wish to be called back on. Overnight emergency calls will be handled by our emergency service at (516) 692-3731. All staff members will have remote access to their electronic files, email, and other resources while offsite.

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

Stay safe,

Charles J. Incandela, Vice President – Director of Management  
Alexander Wolf & Company, Inc.