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LIGHTHOUSE

Property Management

COVID-19 Update: Stay-At-Home Order

April 2, 2020

Dear Lighthouse Valued Client,

Governor DeSantis issued a Stay-At-Home Executive Order for the state of Florida effective 12:01AM Friday April 3rd, 2020. [The Executive Order \(20-91\)](#) is effective through April 30, unless extended by subsequent order. The order states all Florida residents and visitors must stay indoors *unless* they are pursuing essential services or activities.

[Essential services](#) are defined by the US Department of Homeland Security, which states

Property Management as an Essential Service:

Residential/Shelter Facilities and Services: Workers responsible for handling property management, maintenance, and related service calls who can coordinate the response to emergency "at-home" situations requiring immediate attention, as well as facilitate the reception of deliveries, mail, and other necessary services.

Public Works and Infrastructure Support Services: Workers such as plumbers, electricians, exterminators, builders, contractors, HVAC Technicians, landscapers, and other service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences, businesses and buildings such as hospitals, senior living facilities, any temporary construction required to support COVID-19 response."

Therefore, **our business operations will continue as normal.** We are not anticipating any layoffs or furloughs.

- Lighthouse satellite offices will be closed for the next 30 days to all non-employee visitors.

We will continue to service our clients during this time and communicate through email and phone calls.

- We will continue to process invoices and checks accordingly.
- We will continue to produce monthly financial reports per usual.
- Courier services will continue as scheduled (Accounting is wiping down all check pouches and our courier is using gloves)
 - If you are a check signor we encourage you to use our courier service. If you chose to keep coming to the office you will need to schedule an appointment and sign the checks outside.

STAY-AT-HOME ORDER DUTIES:

- We are encouraging our staff to wear Lighthouse or Onsite Association attire, in case our employees are questioned to and from their way to work.
- Association Managers (AM) will continue their essential duties, such as property visits/inspections with detailed manager reports.
 - AMs should not have in-person meetings with residents. However, they may still meet with vendors, if necessary. Contacting vendors to find their plans of service during the stay-at-home order. (i.e. trash collection, security, gate, elevator, pool, landscape, etc.)
 - AMs will be available by email and telephone extension and are encouraged to maintain normal work schedules. The Board can modify onsite employees work schedules, however we highly discourage you to make any knee-jerk decisions that could result in long-term ramifications.
- Office Administrators will be available by email and telephone continuing their essential duties.
- Managers and Assistants will continue with compliance responsibilities, but Lighthouse encourages a more lenient approach during the stay-at-home mandate.
- Only emergency repairs will be allowed. Our employees should not be entering any owner units unless there is an emergency.
- Our after-hours answer service will still operate as usual.
- At this point in time if you have not already done so ALL common areas and amenities should be closed.
- Association Meetings – Lighthouse staff will participate in Association meetings via teleconference (GoToMeeting) during the Stay at Home mandate. We encourage all participants to do the same.
- Meeting Notices – Lighthouse recommends all Association meetings be properly noticed per [statutory requirements](#). (i.e. 48 hours for a BOD meeting.)

For those of you with onsite employees, please direct all paid leave and FMLA questions related to COVID-19 to Jennifer Shumway. jennifershummy@mgmt.tv. She will also be addressing what to do if/when there is an onsite employee who has tested positive or had a potentially exposure in your Association. We will take all CDC-recommended measures to minimize the risk of infecting others.

Lighthouse will be having a follow-up conference call tomorrow morning with our staff to discuss the stay-at-home order in depth, as it relates to our course of action. We will continue to communicate with our employees and clients, as we receive guidance and direction in efforts to mitigate this unprecedented public health emergency. In the meantime, we highly encourage you to review and continue to follow the safety guidelines from the [CDC](#), [the local health department](#), and the [World Health Organization](#).

Thank you for your business, and please stay safe and healthy.

Sincerely,

Lighthouse Executive Team

Lighthouse Property Management
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