



During these unprecedented times, our team at Leland Management continues to work diligently to ensure the safety of our employees while maintaining our operations throughout your communities. The safety and well-being of our team, your residents and our vendor partners has been at the center of all decisions that have been made and we are pleased to provide you with some additional updates since our last email correspondence.

Remote Operations:

Last week we began moving our operations to our team working remotely so that we are doing our part in stopping the spread of the Novel Coronavirus with little or no interruptions to our Association operations. Fortunately, our Managers were already equipped with mobile technology for their normal day to day functions which allowed us to focus on remote access for other team members who service your community. We are pleased to report that as of early this week our team has been operating with full remote access and while there have been some slight changes to our processes, we are able to assist residents and board members as we did prior to this shift. An overview of our remote systems and operations are as follows.

- **Leland Management Offices** - Our offices are closed and have been limited to essential staff during normal business hours to limit exposure to and from our employees and visitors. We have also installed drop boxes at various locations to allow for the drop-off of any forms or homeowner correspondence that is needed.
- **Communications**
 - **Email** is continuing to function as normal in a remote capacity.
 - **Phone Systems** - Our phone system is designed for full remote access which allows our team to utilize their direct lines for both incoming as well as outgoing calls during normal business hours regardless of location. There isn't a need for call forwarding as our technology allows our employees to simply plug their office phone directly into any internet connection.

- **Voicemails** - For any of our staff that may be tied up or on another line, phone voicemails continue to be available via our phone systems as well as through email with a copy of the voicemail emailed directly to the employee's inbox.
 - **After Hours** - Our Afterhours service (866-263-3987) remains available for homeowners who need to report community emergencies.
 - **Board and Vendor Meetings** - Most communications can be accomplished through electronic means and we ask that boards and vendors attempt to limit in person meetings. This corresponds with recommended social distancing efforts.
- **Accounting Operations**
 - **Homeowner Payments** - Homeowner payments can continue to be made as was done previously through US Postal mail to the Association's lockbox services or through various online methods available through the resident section at LelandManagement.com. There have been no changes to this portion of your operations.
 - **Vendor Invoice Approvals & Payments** - Our Accounts Payable team continues to scan all invoices to ensure that established approval processes are followed. Any boards approving invoices online will continue to have access as they did prior to our shift and payment cycles will be continued by our Accounting team.
 - **Board Financials** - Monthly financials are being prepared and distributed by our Accounting team and we do not anticipate significant delays.
 - **Assessment Collections** - Our Collections team is processing collections in accordance with your established collection policies. We will continue to follow your policies unless directed otherwise, however we will be providing options for boards interested in making adjustments during these times.
- **Community Visits** - Our team will continue with normal community visits due to the isolated environment. They have limited interaction during their visits and this helps to create social distance.
- **Architectural Review Requests** - Forms can continue to be sent via US Postal mail or through email. We've also provided locked drop boxes at several locations as well as other alternate drop off methods for any visitors to our offices. All forms will continue to be processed in a timely manner to help ensure established timeframes are met by your Committees.
- **Gate and Remote Distribution** – We will continue to provide access codes via phone or email. While our offices are at limited function, we will strive to keep our normal distribution of barcodes and remotes available however we ask for

assistance in creating social distance by homeowners accepting USPS mail delivery of their barcode and remotes when possible.

Association Support

While we've been shifting our team towards a remote work environment, we've also been considering how boards will want to operate in the future for their Associations. Our internal decisions have included discussions on the support that we can offer you.

- **Resources** - We are receiving updates from various sources. These updates are changing quite frequently and may or may not be pertinent to your community. To help assist our team, we have created an internal shared drive for our managers that includes timely resources received from insurance agents, attorneys, governmental agencies and Associations like yours that have created policies to adapt to this situation. These resources are reviewed regularly to ensure up to date material and information is available to them to assist you with the decisions you are making.
- **Board Teleconference Meetings** - Our team utilizes several web conferencing services such as GoToMeeting for our ongoing training and monthly team meetings. This allows us to connect our Divisional offices to those trainings and creates a collaborative remote work environment. This option is available to our Managers for use with the board and committee meetings which will allow between 100 to 250 online participants and will assist you in meeting the recommended CDC guidelines of social distancing.

We appreciate your partnership during these trying times and will continue to provide regular updates as we adapt to an ever-changing environment. Please don't hesitate to reach out to us for any issues that you feel we can assist with.



We hope everyone stays safe,
Rebecca Furlow, President/CEO

