



COVID-19 Sample Letter

UPDATING RESIDENTS ABOUT COMMON AREAS AND AMENITIES*

CAI has developed the following letter to help your community update residents about changes to common areas and amenities during the COVID-19 pandemic and reopening phases. The letter covers some guidelines your community may follow for common areas, amenities, and operations. It also covers some of the steps residents will be expected to follow.

Community associations are welcome to download and adapt the letter, fitting it to their needs, filling in the appropriate details (see bracketed and highlighted areas), or picking and choosing certain sections that apply in their own particular community.

This letter is provided as part of CAI's *Status Check* guide, which also offers a template for common area signage and guidelines for community association common areas, amenities and operations.

You can find a summary of information developed by the Centers for Disease Control and Prevention (CDC) that are relevant to community associations in CAI's [Healthy Communities](#) guide. CAI also continually tracks [local, state, and federal government actions](#) related to the COVID-19 pandemic.

The *Status Check* and *Healthy Communities* documents and the government actions can combine to offer community association board members and managers a more complete picture to addressing their questions and concerns regarding association operations. CAI **strongly encourages** board members and managers to consult with legal, insurance, health, and management experts before taking any actions.

**Consult with your community association attorney.*

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Dear [Community Association Name] Residents,

It hasn't been easy, but we've all been working hard to stay healthy and get back to some sense of normalcy during the COVID-19 pandemic. The board is continually evaluating the status of association common areas, amenities, and operations with help from the association manager, attorney, insurance provider, and other business partners.

Based on the current reopening status and plans issued by the [state/county/city health department], our community will follow the risk schedule and operating plans in the [High/Moderate/Low/Normal] phase.

Please find the attached risk schedule and operating guidelines our association will follow during this phase. **Please review them carefully** and remember, the [insert state] plan includes provisions for different [counties/cities/communities] to be on different risk levels. It is not a one-size-fits-all model. Our association will follow the plans for our area.

These operating plans are subject to change based on government and health department directives, guidance issued by the Centers for Disease Control and Prevention, and advice from our professional partners.

These plans cover the actions the association is taking for common areas, playgrounds, clubhouses, pools, and more. They also cover the steps you are expected to follow when using these facilities.

LIABILITY RELEASE & WAIVER*

Although open, the use of association amenities and facilities still contains risks to you should you participate. Therefore, prior to use, you must electronically sign an association Release of Liability Related to COVID-19 document for yourself and your children (each adult must sign separately). Facilities with attendants will have paper copies available. You can electronically sign at [URL]. Owners who do not sign the release document will not be allowed access at this time.

ASSOCIATION MEETINGS & EVENTS

Additionally, the association has [postponed/canceled] community events and meetings through [insert date]. Board meetings are now being held through [web-conferencing platform]. Owner meetings will continue to be postponed at least through the end of [July/month] and, thereafter, will be held through web-conferencing. [Insert information about any upcoming meetings here if desired.]

SOCIAL DISTANCING & FACE COVERINGS

In-person interactions should be limited to individual households and those who have been following the recommended distancing and hygiene guidelines and in groups of 20 or fewer. Face coverings should be worn in public settings where social distancing measures are difficult to maintain.

The association will not and does not make any of the decisions mentioned above lightly. These actions are being taken to help protect the health and welfare of the residents of this community and in compliance with [insert state/county/city] directives. We recommend you bookmark and check frequently the [insert state/county/city coronavirus website].

Thank you for your cooperation and understanding. Stay safe and healthy. Please contact our [board president/management/attorney] with any questions.

Sincerely,

[Community Association Name] Board

This information is subject to change. It is published with the understanding that [Community Association Name] is not providing legal, accounting, medical, or other professional services or advice. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

**Consult with your community association attorney.*

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