



COVID-19 Sample Letter

CAI has developed the following letter to cover some of the steps your community may take or has taken to address the COVID-19 outbreak. It has sections on association operations—cleaning, common areas and amenities, meetings and events, social distancing, and staffing—and what the association may do if residents contract COVID-19.

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.

Community associations should consult with legal counsel, insurance and risk management experts, and their manager before taking any actions related to association operations.

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Dear [Community Association Name] Residents,

The board, in consultation with the association manager, attorney, insurance provider, and other business partners, has been planning for contingencies that may arise in the community as a result of the spread of COVID-19.

Based on advice that has been circulated by the Centers for Disease Control and Prevention and the [State/County/Municipal] Department of Health, we have detailed some possible scenarios and our current plans to deal with them. These plans are subject to change based on CDC guidance and advice from our professional partners.

Association operations

Cleaning. The association has been extensively cleaning, disinfecting, and wiping down surfaces in common areas and amenities. Owners are responsible for their private property.

Common areas and amenities. The association [may close/has closed/will close] the pool, gym, playgrounds, business center, library, and other common areas and amenities effective [date] until at least [date].

Meetings and events. The CDC has recommended against any gatherings of 50 or more people through the middle of May. That's why we are [postponing/canceling] community events and nonessential meetings. It's also why we [are offering/will be offering] residents the option to tune in to board and association meetings remotely. [Insert more details here.]

Social distancing. Many experts also are urging people to practice "social distancing," which is the idea of maintaining a roughly 6-foot distance between other people. It also means limiting nonessential travel, avoiding public transportation when possible, working from home, and skipping social gatherings.

Staffing. The community may experience temporary staff shortages if employees get sick or need to remain at home. Move-ins and move-outs, open houses, construction work, social events, large deliveries, and maintenance may be curtailed until staffing levels return to normal and the coronavirus pandemic is better controlled.

If you get sick

Medical authorities are strongly urging all persons who exhibit symptoms to stay home and avoid public spaces unless you need medical care. You also should separate yourself from other people and pets in your home.

If you need to need to visit a doctor or get tested for COVID-19, develop a plan before you go:

- Call ahead before visiting your doctor.
- Wear a facemask if you are sick.
- Cover your coughs and sneezes.
- Clean your hands often.
- Avoid sharing household items, such as utensils, plates, glasses, and towels.
- Clean all "high-touch" surfaces, such as counters, tables, doorknobs, bathroom fixtures, phones, keyboards, and remotes.

If appropriate, the association may notify residents that an individual in the community has contracted the virus.

The association will be prepared to reasonably accommodate an owner who is sick by postponing violation hearings, extending deadlines on architectural applications, or granting payment extensions if appropriate.

This association will not and does not make any of the decisions mentioned above lightly. These actions are being taken to protect the health and welfare of the residents of this community. We pledge to keep residents informed of all relevant developments and how they affect association operations.

It is also incumbent upon residents to take this situation seriously and do their part to minimize the spread of this deadly disease. The association highly encourages you to review safety guidelines and look for updates from the CDC, the local health department, and the World Health Organization.

Thank you for your cooperation and understanding. Stay safe and healthy.

Sincerely,

The [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.

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