



Pinnacle COVID-19 (“Coronavirus”) Update #3 Thursday April 2, 2020

Pinnacle Community Association Management considers the well-being of both our employee family and our extended Association family to be a top priority. As a locally owned business, the health, wellness and safety of our community are integral parts of what we do. **With this in mind, we have several updates below noted in BLUE with special notes in RED, regarding Pinnacle’s evolving operation with the current COVID-19 situation. This update addresses issues specifically related to the order by Governor Ron DeSantis to “Stay at Home,” which will be in effect for all Floridians until April 30, 2020.**

As a property management firm with responsibilities including coordinating service calls, owner needs, maintenance and janitorial services, Pinnacle and other organizations in our industry are considered “Essential Businesses,” according to both state and federal authorities. Our staff will remain working on behalf of your community, and we will continue normal operations, subject to the changes noted below in both blue and red:

1. **Continuing through at least April 30, 2020: Our office will be CLOSED TO THE PUBLIC. Our staff will remain working on behalf of your community and will continue normal support and operations services, subject to the changes noted below. In support of the Governor’s order, we are acting in the best interests of not only our staff, but of each of you.**

This will continue until further notice and will be updated as we receive guidance from the appropriate authorities. PLEASE communicate with us by email for routine items and phone for more urgent concerns. As always, our office number also handles after-hours emergencies via our call service.

2. **Continuing through at least April 30, 2020: Our staff members will not attend any outside meetings in person. Any / all board, annual or other management meetings will be attended by phone or video conference call, as mutually agreed.**

If a meeting is scheduled and the Board of Directors decides to continue with it, please remember: all owners still have the right to listen and, at the right time, speak. Furthermore, all meetings, regardless of method, still require proper notice. **We can help with phone and/or video conferencing service coordination.**

Our plan is to return to normal in-person meetings and re-open our office to visitors as soon as it is recommended by the appropriate authorities.

3. **For our association clients that have onsite Pinnacle personnel, we ask that you please limit your in-person contact with our team members. Instead, use email and phone, if possible, and use in-person conversations as a last resort.** For their safety and yours, we ask you to maintain the appropriate social distancing measures (6 ft minimum). The service they provide your community is critical, and our goal is to not only maintain that service but to provide for both their health and yours.
4. **For our Board of Director owners, we ask that you consider delaying or postponing any meetings – board, annual or special membership meetings – you currently have**



planned. If there is pressing business to vote or act upon, your Pinnacle Association Manager can help advise you if a meeting needs to be held, even if only to ensure that residents are receiving needed information from their Board of Directors. We ask our Boards to please consider all implications before acting.

- Also, for our Board of Director owners: If you have not done so already, please *consider* the temporary closure of any clubhouse or common facilities (i.e., areas of congregation).** Alternatively, please strongly consider providing sanitation supplies (wipes, spray, hand sanitizer, etc.) for such settings if they will remain open.
- We will continue managing the business of your Association.** This includes communicating with board members, owners and business partners that provide services and products for our Associations. It also includes conducting onsite inspections as needed, [subject to the same limitation notes regarding our onsite personnel listed above.](#)

The response to this situation for each business partner that serves our Associations will be different and many of them have staff and families to consider. We ask that you **please be patient with response times and follow up.**

- We are regularly monitoring the health of our staff, both in our office and in the field. Our operating principle has always been “if you are not feeling well, please stay home.”** This will not change, and the importance of this principle is being regularly communicated with our team. Along with this, we continue to drill the importance of **regular and thorough handwashing, social distancing and the importance of only venturing out when necessary.**

Owners and business partners should continue to take precautions as advised by federal, state and local governments. Please consult these websites for useful information:

- **Centers for Disease Control:** <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- **Florida Department of Public Health:** <http://www.floridahealth.gov/diseases-and-conditions/COVID-19/>
- **For an explanation (with links) to the Governor’s “Stay at Home” order:** <https://www.wjhg.com/content/news/Officials-explain-Stay-569303551.html>

The Pinnacle team’s commitment is to be prudent, prepared and logical in our response to continuing developments. **We remain alert and committed to supporting each of our communities, their residents, our employees and our business partners.**

Thank you for your support and understanding,

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