



Pinnacle COVID-19 (“Coronavirus”) Update #4 **Monday May 4, 2020**

Many of you have been privy to our COVID-19 business updates over the past 2 months, you will find this one to be simple and straightforward. **Updates are in blue** and pertain to “Phase 1” of Florida’s “Safe. Smart. Step-by-Step.” reopening strategy detailed by Governor Ron DeSantis on May 1, 2020.

1. **Effective Monday May 4, 2020: Our office has been reopened to the public, on an “as needed” basis. Our team has and will remain working on behalf of your community and will continue normal support and operations services.**

Our office has been reopened to the public for our normal “summer” office hours, which are in effect each May 1 – August 30th:

- Monday thru Thursday: 830am – 430pm
- Fridays: 9am – 1pm

Visitors to our office will still be restricted to our lobby and conference room, if/as needed. We will also continue to practice social distancing and will be limiting the number of visitors IN our office, in accordance with CDC and state guidelines.

If your question, need or request can be communicated by email or phone, please do so. We ask that if you **DO** need to visit us, please contact us in advance and schedule a time. As before – if you are not feeling well or exhibit any symptoms of the current COVID-19 illness, seasonal flu or anything else that is a potential health risk, please call us instead of visiting.

As always, our office number also handles after-hours emergencies via our call service.

2. **Our staff members will continue to regularly inspect our associations and be physically on site as needed, subject to the social distancing and group number guidelines noted recommended by authorities.**
3. **We encourage our Boards to continue with meetings by Zoom video conference call or phone conference call, until further notice as mutually agreed.** We can help with phone and/or video conferencing service coordination. Our plan is to return to normal in-person meetings as soon as it is recommended by the appropriate authorities.
4. For our association clients that have onsite Pinnacle personnel, we ask that you please continue to 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.**
5. **For our Board of Director owners: please *carefully consider* the status of any clubhouse or common facilities (i.e., areas of congregation).** If these areas are accessible to owners, please strongly consider providing sanitation supplies (wipes, spray, hand sanitizer, etc.) for such settings.



6. **Business partners and their operations will likely be taking many of the same steps we are (i.e., slowly reopening offices).** We ask that you **please continue to be patient with response times and follow up.**

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

- To learn more about the “Phase 1: Safe. Smart. Step-by-Step.” Plan, please see the FAQ for Executive Order 20-112 here: <https://www.flgov.com/wp-content/uploads/2020/04/Exec-Order-20-112-FAQs-1.pdf>
- 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/>

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. 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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