

A Letter From The President

KATIE WARD

PRESIDENT - TEXAS REGION



Dear Community Residents,

At FirstService Residential, we realize owners are concerned about the impacts of the novel coronavirus (COVID-19), and we want to assure you that your community management team remains committed to providing our communities and residents with the same high-quality service and solutions.

To that end, we have:

- Closed our offices to visitors for the health and safety of our associates and clients
- Set up all team members to work remotely to continue to serve our boards and residents
- Provided the technology for electronic board meetings via teleconference, so our clients can continue to conduct business

Our web-based, proprietary technology allows our team to remain highly efficient during this unprecedented time, and we do not expect significant delays in service. Many communities with common area amenities and on-site employees have closed the community offices, but those employees are still responding to owner emails, calls, and other inquiries and managing and monitoring the common areas. Community-specific emails regarding closures of association facilities have been distributed to impacted communities.

At this time, some annual meetings are being postponed because of the various recommendations and restrictions placed by the CDC and other governmental agencies. We will be sure and keep homeowners informed of these changes as they occur.

Please know you can continue to contact your community manager via phone and email. You may also call our 24/7 Customer Care Center at 877-378-2388 with inquiries; a FirstService Residential Customer Care Specialist will be happy to assist you day or night.

We encourage you to keep aware of the latest CDC developments at <https://www.cdc.gov>.

We are here to help. It's our pleasure to serve your community.
Sincerely,

A handwritten signature in black ink that reads "Katie M. Ward".

Katie Ward

President, Texas Region