



4668 Nebo Drive, Suite A, La Mesa, California 91941-5200

March 16, 2020

Dear Homeowners & Residents:

Our clients and communities, along with our employees and vendors remain our highest priority during the rapidly changing situation surrounding the novel coronavirus (COVID-19). We continue to monitor the posts from the CDC and recommendations from legal counsel as to how best navigate these difficult times.

Please understand that regularly scheduled meetings will likely be cancelled or held by tele-conference depending on the needs of the community. Social gatherings and meetings have been recommended for postponement due to the nature of this virus. Recreational areas on properties may also be closed such as community rooms, club houses, pools, spas and other gathering spaces depending on the individual property. Each of our communities is unique and we are working with the individual boards to address specific needs accordingly. Your vendor partners are also adjusting to these circumstances so their schedules may be different than normal.

Don't forget about your most vulnerable community members. Give your neighbor a call to make sure they have what they need for the time being, especially given the high demand in daily household supplies and potential lack of stock in stores. Be patient and be kind to one another. The shared experience will be remembered for many years to come.

For your convenience, our La Mesa office remains open at this time, but we are requesting that personal drop-ins be postponed. We do have a drop box at the front door, and you may drop payments or communications through the slot for comfort during social distancing measures. We also continue to receive phone calls and emails, so please use these methods as your primary means of communication. We will continue to address emergency repairs for weather related and plumbing matters upon receipt, with the help of our hard working vendors. Less urgent requests will be submitted for routine maintenance and addressed according to priority.

Please understand that our staff and families have been impacted by school closures and social isolation restrictions set by the government, just as your own families have been. Staff members may be working remotely or taking time off to address personal needs. We will continue to provide updates as appropriate.

From our crew here at The Helm and all of the Hensley Family, thank you for your support and stay well.

Sincerely,

Elizabeth C. Hensley, CMCA®, AMS®
President
The Helm Management Co.



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