



MEMORANDUM

To: All Residents
From: Douglas Elliman Property Management
Date: March 27, 2020
Re: Prepare for Potential Service Disruptions in your building

Prepare for Potential Service Disruptions Due to Coronavirus

In order to protect the health of all of our residents and building staff, and in compliance with the Governor's "New York State on PAUSE" Executive Order, all our buildings must implement practices to facilitate social distancing of at least six feet as well as other precautions to prevent the spread of COVID-19.

Building staff members have been instructed to follow NYC Department of Health guidelines as they relate to cleaning and sanitizing to reduce the chance of transmission. Nevertheless, as an added precaution, we request that any resident who believes they have been exposed to the virus follow public health protocols and inform either your DEPM Account Executive or your resident manager. In such cases, we will notify residents and staff, mentioning only that a person may be affected. We will not release the name or the apartment number. If any occupant or member of your household tests positive for the coronavirus, you and the members of your family must be quarantined for 14 days in the apartment pursuant to the Department of Health and CDC guidelines. The same guidelines apply to all staff members as well.

In accordance with the Governor's Executive Order, all contract work, unless essential, must be halted. In addition, all moves and large deliveries must be postponed. Building staff and resident must refrain from greeting anyone by physical contact and must remain at least six feet away from others. This will require new protocols for doormen, including either automatic door opening, propping the door open when weather allows, of requiring residents to open the door themselves, while the doorperson stands back.

Work inside apartments will be on an emergency basis only, and in those situations, the staff will ask that the residents remain in a separate room with the door closed, where possible, or, if not possible, to remain at least six feet away.

As in any crisis situation, communication is key. If your building has BuildingLink or a similar service, please be sure that your contact information is up to date. Otherwise, please be sure that the resident manager has your phone numbers and email addresses.

Thank you for your cooperation in these difficult times. Please contact your resident manager or DEPM Account Executive for additional information or questions. We look forward to a return to normal in the future and extend our best wishes to all our residents to stay safe and healthy throughout this unsettling situation.