



March 27, 2020

Dear Resident:

We know the last couple of weeks have been difficult, to say the least, and we hope you and your family are healthy and doing well. Over the course of the last week, we have sent several Association Posts, regarding the quickly escalating circumstances regarding the Coronavirus (Covid-19) pandemic. The Association Post notification system allows us get pertinent information out to a large number of residents (sent to approx. 1,400 emails) quickly! Today, I'd like to take a moment to recap how things developed, where we are at today, and our plans for moving forward.

On Friday, March 20th, with a few hours' notice, staff put into place our protocol for an emergency shutdown. Select staff members also reported to work over the weekend to continue to process open items and those with urgency, before the March 22nd, 8pm deadline.

During this stay at home order, RCA employees are conducting business from home to continue to provide information, services and access to the community's amenities, as best we are able to with the current restrictions in place. We realize this is a challenging time and many residents are reaching out, anxious to start their spring time activities, as a way of bringing some 'normalcy' to their lives in these unprecedented circumstances.

To that end, we encourage you to mail or drop-off your contract for kayak storage and/or community gardens. We will process them and provide you with your permit and/or signed copy as soon as we are able to.

If you are planning any exterior modifications to your home, Architectural Standards Applications and supporting documentation can be submitted through links on the Architectural Standards webpage. Our staff and volunteer committee members are currently reviewing (remotely) the applications that are being submitted. If you have supporting details to go along with your application that are not able to be sent electronically, please put them in the drop-box outside the RCA Office door. If feasible, these items will be added to your application to be reviewed remotely - prior to the office reopening. Please check your email for responses from ASC.

Please note, for everyone's safety, the community's playgrounds have now been marked as 'closed until further notice'. While most people were adhering to our Association Post to refrain from using them, this will ensure all members of the community are aware of the potential spread of the Covid-19 disease from such surfaces.

Typically, our yard waste service does not begin until early April. However, with many residents also working from home, and the weather becoming more spring like, many are anxious for this service to begin. I assure you, our staff is eager to return to work and will do so as soon as permitted by NYS governing authorities. Prior to our return, we will have a revised yard waste schedule in place and will begin communicating that to the community, as soon as we can. *We have an outstanding staff, in all of our departments, and providing the community our best level of service is always our top priority.*

As we await further updates from officials, we are continuing to work behind the scenes to prepare for all of our normal summer programs including the opening of the Oberon Pool, Summer Rec, and several summer events! We are making tentative plans for our New Resident Reception, which needed to be postponed. Additionally, we are securing contractors for upcoming projects, such as: the installation of a new play area at the Aspen House, basketball pole installation at Carpenter Road Courts, and court repairs.

Collectively, our thoughts are with each of you and how the Coronavirus pandemic is affecting you and your loved ones.

