



MEMO: Coronavirus (COVID-19) Update

Date: March 31, 2020
To: Board of Directors
From: John Strohm, Vice President and Chief Operations Officer

We hope you and your families are well during this unprecedented time. As we await better days, we want to update you on Alliant's practices as we continue to monitor the COVID-19 situation.

Providing the exceptional service that you have come to expect from Alliant is paramount in all our decisions. Our offices are currently closed to the public; however, our entire team is working. Following State and Local guidelines, we have a limited amount of team members in the office at any given time. Alliant is well-equipped with the right talent, skill, and dedication to keep your association running without interruption. Our team is in constant communication and will be taking advantage of leading-edge technologies already in place to ensure business continuity, such as access to office phone lines, emails, programs, software, etc. Our main phone lines and emails will remain open and we will continue to be able to connect with you.

Alliant's CAMs will be working from the field and will perform their on-site inspections; they will continue to service their boards and communities throughout the week. Alliant's management team will continue to monitor the COVID-19 situation daily and will communicate with you as needed as we navigate our way through this crisis.

As a reminder, Alliant also provides great resource tools for our boards, communities and homeowners. We encourage you to utilize them as this will help facilitate the communication between your community and Alliant:

- The Alliant website (www.alliantproperty.com) - We will post updates on our front page on our website as necessary.
- Your community's portal or website – This is a great way to get ahold of your CAM or place a service request. Communicating via technology is one of the best avenues to contact our team.
- Alliant's Facebook page (<https://www.facebook.com/AlliantPropertyManagement/>) – We will be posting updates from Alliant as necessary, as well as helpful links to articles and resources for your community.
- Email – A direct way to reach a team member.

Our goal is to be in a position to serve our clients both in good times as well as in times of uncertainty and confusion. Together, with the above practices and with the guidance of the CDC, Federal, State and Local authorities, we hope to do our part to "flatten the curve". We thank you for the opportunity to serve your community and appreciate your understanding of our temporary social distancing strategies. May you stay safe and healthy.

Very truly yours,
John M. Strohm