



To: All Board Members
From: Charles H. Greenthal Management Corp.
Re: Mitigating Service Disruptions Caused by Governor Cuomo's 3/20/20 Executive Order

We here at Charles H. Greenthal Management Corp., in keeping with our philosophy of full transparency with our clients, wanted to take a moment to provide you with the following message.

As you may be aware, 3/20/20, Governor Cuomo issued an Executive Order, mandating all non-essential businesses reduce their "in-office" staff by 100%. Following discussions with the state and various attorneys it has been determined that Residential Property Management falls under "essential business", since as an industry, we ensure the health and safety of millions of residents throughout the city, through the assorted services we provide including but not limited to, garbage disposal, providing security, ensuring the enforcement of CDC/NYS DOH sanitizing protocols, keeping tenants informed as this global emergency progresses, etc.

In keeping with the intent of Governor Cuomo's mandate, all non-essential staff are working remotely, and all essential staff are staggering their presence in the office. The reduced presence in our offices, enables us to adhere to the State's "social distancing" mandate. That said, as previously reported, CHG is doing all it can to maintain the level of service you deserve.

In response to these unprecedented circumstances, we have implemented an assortment of new policies and procedures to ensure a continuity of business and services. We are also utilizing all available technology to help reduce any potential negative impact on the services you have come to rely upon.

While we are taking advantage of all technological means available, there may instances where those working from home, may not have immediate access to all the tools we utilize in the office, and as such, there may be times where this impacts the timeliness of some processes or deliverables.

To avoid missed messages or delays in response time, calls are being forwarded to virtual offices for those working off site. The essential staff, working on site are providing support to minimize any potential delays in deliverables – including lease signings, closings, financial reporting and preparation for cyclical board meetings.

In addition to our Property Managers being available 24/7 to address any issues or concerns, please know that our Executive Team is also available – and are providing daily guidance to the management department. Our Executive Team and Emergency Task Force are holding several meetings throughout the week, with all department heads, staff and property managers, to discuss new city/state or federal mandates, exchange best practices in terms of assorted response and sanitizing protocols, use of technology to ensure deliverables are met, etc.

As the situation continues to evolve and new mandates are announced, some business functions may be temporarily delayed or disrupted. Rest assured, we are proactively planning for such scenarios, as best as one can, given the circumstances, and are working to have plans in place to avoid or mitigate any disruptions in service.

Please don't hesitate to reach out to me any time, via phone or email, if you have any questions or concerns.

Thank you in advance for your continued support and understanding.

Stay safe and be well.