



# MANAGER'S REPORT

March 17, 2020

Dear Town Shores Residents:

The Town Shores Master Association is committed to doing everything we can to ensure the health and well-being of our residents. We want to keep you as safe as we can from the COVID-19 Virus. We are taking extra measures, including the limitation of the common areas of the Master property. We are asking residents to call or email rather than visit our offices in person, as they will be closed until further notice, beginning tonight at 10:00 pm. However, the lobby will be open for Board Officers of the Building Associations only. We will leave the front doors unlocked, without access to the rest of the Clubhouse, just the mailboxes, so that Board Officers can pick up their mail and checks that need to be signed. The lobby will **only** be open M-F from 8:00 AM – 4:00 PM. On weekends the lobby, along with the rest of the Clubhouse will remain closed.

Additionally, the following actions are designed to help keep our residents, staff, partners and communities safe.

## Staying home if ill

- The Master Association is advising all staff and residents who are ill or have an ill family member within their unit, to simply stay home. Notify, a member of your Board of Directors that you are self-quarantining. If symptoms remain or get worse, please see your Health Care professional. But, please let a Board Member know of your illness so that they are aware of your possible contamination. And please do it via email or a phone call.

## Social distancing

- The Master Association is reducing person-to-person contact by asking residents to please do not approach members of the staff to “chat”.



- The Master Association is postponing meetings, gatherings, bocce ball, shuffleboard, and any activities inside the Clubhouse.
- The Master Association is asking residents to conduct business with the office staff by phone, email or the website to reduce opportunities for the virus to spread.
- All the Pools and the Tennis Court will remain open at your discretion to use. Please take note this is solely at your own risk. We cannot possibly be wiping down everything at all the pools all day. It would not be fair to our employees to expose them in this way. Best case is if you want to use the pool, take down disinfectant and wipe down the chair, etc. before you use it. We will continue to clean the bathrooms twice daily. But it's up to each of you to protect yourselves.
- The Master Association is ensuring adequate staffing to respond to an increase in residents who contact us by phone, email or the [Contact Us page](#) of our website at [www.townshorescommunity.com](http://www.townshorescommunity.com). Residents who wish to email us can call (727) 345-9491 if they don't have that contact information. Remember this is also the number you can call to reach Security if you need them after hours. But, if it is an actual emergency that is health or crime related, call 911.

## Sanitation

- The Master Association has instructed staff on additional personal sanitation practices to ensure they are not transferring viruses to themselves or others.
- Please make sure your building custodians are now cleaning common areas of buildings at least daily, sanitizing door handles, railings, bathrooms, elevator buttons and other frequently touched surfaces. Remember, on weekends, these folks will not be at your buildings. It's important that you take these matters into your own hands at these crucial times. Wear gloves and/or wash your hands for at least 20 seconds with soap and water and do not touch your face. In fact, touch as little as possible.

The staff is currently operating on normal hours and has not closed any of its offices, however, the maintenance staff will not be taking any work orders at this time. We will notify you if this changes.

Remember, we do not know how long this will continue. But, in the end, it will be impossible to know if we overreacted or did too much, but it will be **QUITE** apparent if we under reacted or did too little. We appreciate your patience during this time. Please take care of yourselves, you're not in this alone. We have many ways of communicating, without it having to be face to face.

We will continue to give you updates as needed as we move forward into these "unknown waters", just remember your safety and the staff's safety is our first concern. For more information on the Covid-19 virus you can go to the following links:



**Pinellas County Public Health – ([www.pinellascounty.org](http://www.pinellascounty.org))**

**FL State Department of Health ([www.floridahealth.gov](http://www.floridahealth.gov))**

We know the COVID-19 virus is causing great concern and want you to know that we share that concern. The Master Association is taking the situation very seriously and is closely monitoring developments. We will adjust our operations further as needed and will keep you informed of any additional changes; we may make to protect our staff and residents.

Sincerely,

Roger D. Bell,  
Association Manager