

**Madrid Manor Inc.**

1401 El Norte Parkway

Clubhouse Office

San Marcos, CA 92069-2251

760-747-0168

office@madridmanor.com



March 19, 2020

Dear Residents,

The following is information pertaining to our business operations as we continue to adjust to the impacts of COVID-19. At this time, it is expected that these changes will be in effect at least through the end of March.

**Please note that the Budget meetings scheduled for Friday, March 20th have been postponed.** We are currently working out how to safely conduct Board meetings, and will have future announcements on that front. To ensure necessary business moves forward, on a temporary and emergency basis, certain items that would normally be handled in open session may require a closed meeting of the Board to move forward. It will be our goal to remain transparent if that should happen. Please monitor the "Meetings" page on our website for updates. Notices may also be posted on the clubhouse bulletin board.

It is our intention to keep all necessary Association functions running as smoothly as possible. The office doors will remain closed, but staff are continuing to work during posted office hours. This includes remote work when applicable. Please call or email the office to conduct business. Maintenance work will continue to take place in accordance with best practices for COVID-19. Please do not approach staff in the common areas.

At this time, we do not expect substantial delays to routine items like billing, document distribution, and other resident correspondence. Updates to this will be included in future correspondence and on our website.

Please make your safety and the safety of those around you a priority. As seniors are deemed as "at-higher risk" please avoid interacting with other residents or staff whenever possible. Practice proper hygiene. Wash your hands often, and make use of hand sanitizer whenever available. **If you or someone in your household does contract the coronavirus please notify our office so we may, confidentially, alert the community that a case is present.**

Thank you,

**Ben Segebartt, CMCA**  
General Manager