



COVID-19 Response Plan

At KPM Association Management, the health and safety of our customers and employees continue to be our priority amid concerns related to COVID-19. Currently there is a Shelter in Place order affecting Dallas County and most neighboring counties through the end of April. We are doing everything we can to comply with the order and mitigate the spread of the virus while also minimizing disruptions in the services we provide to our clients.

Steps we're taking:

- KPM's office will be closed through the month of April, or until further notice, in compliance with the Shelter in Place order.
- KPM's employees are working remotely, with limited staff returning to the office only for critical tasks. Our ability to receive and respond to communication will be uninterrupted, however we encourage you to contact us via e-mail understanding that response times will be affected by the current public health crisis.
- We are using conference lines and video conferencing through Ring Central and Zoom as necessary to ensure uninterrupted communication with our team, clients and vendors.
- We are proactively seeking guidance from industry experts to share with our clients regarding policies and procedures for community operations during the COVID-19 pandemic.
- Essential exterior services such as landscaping, pest control and pool cleaning will continue as scheduled.
- We are asking our Boards to consider closing all recreational facilities.
- Industry attorneys have recommended all Annual Meetings and Board Meetings be postponed through April 30th.
- Our team is monitoring information from the CDC along with federal, state and local agencies to help ensure the actions we are taking are in line with the latest official orders, recommendations and guidelines.
- Association Payments should be mailed to the payment address provided or made electronically and should not be dropped off at KPM's office.

Our thoughts are with those affected by the COVID-19 virus and we appreciate your patience and assistance as we do our part to comply with the current order.