

March 19, 2020

Dear Board Members:

As UPA continues to monitor the COVID-19 pandemic, UPA will make recommendations to our clients and remain mindful of the impact the virus has on everyone.

UPA has several association boards that have taken a proactive approach to manage the current situation that is impacting the nation. These boards have determined that they do not wish to charge late fees for the next two to three months in order to be considerate of the financial hardships that owners may experience. Some boards have asked us to suspend the mailing of delinquency notices to their owners until further notice.

With these requests in mind and knowing the local courts are closed for the foreseeable future, we are suspending delinquent letters being sent to owners in all communities unless the board notifies us via email that they wish to proceed with this service during these times. Please keep in mind UPA will only suspend this service until such time that the local courts reopen.

Please notify your association manager by Monday, March 23, 2020 if you wish for UPA to continue sending delinquent notices or charging late fees to the owners during this time.

UPA also recommends that Board Members begin discussing how they will handle hardship cases caused by COVID-19. This will allow operations to run smoother once the virus threat has diminished.

As always, UPA appreciates your support during these difficult times and we hope that you are staying safe and well.

Sincerely,

*Anita Loonam*

Anita Loonam, CMCA, AMS, PCAM  
Vice President, Association Management Division

***GROWTH THROUGH EXCELLENCE***

525 S. Independence Blvd., Suite 200 • Virginia Beach, VA 23452-1189 • 757-497-5752 • Fax: 757-497-9133

[www.unitedpropertyassociates.com](http://www.unitedpropertyassociates.com)