

## CCM Weekly Report

April 9, 2020

As we get ready to close another week, we want to send a quick note with some of our own encouraging numbers. While we are working in shifts at our main office location to allow for the proper social distancing, our staff is maintaining the benchmarks of goals of work that is accomplished while in the office. The work from home through the cloud has also proven successful. We are fully operational.

Today we received the balance of the bank statements in the mail. Our goal of completing all financials by April 22<sup>nd</sup> seems to be within reach. Our preliminary concerns regarding collections are encouraging. We will work to have all payments entered and posted to all owner accounts by next Thursday. But samplings taken so far show that we do not see any upticks in owner payment issues or requests for payment plans. We continue to monitor this and track requests. Next week we will provide statistics of collections company wide.

We did have an issue with our new accounting system on the generation of an ACH batch that was done in house for the first month but have worked through that issue this week.

The phone calls and emails that have been coming in have a new tone. Most owners and residents seem to be more patient and often end the conversation with "BE SAFE". We are receiving more compliments than ever for the way that our staff handles inquiries. Each one of the positive feedbacks recharges us. We appreciate all of you.

We had two permits that were approved by the county this week in almost record time, which is encouraging. Outside projects seem to be continuing and vendors are still eager to get those projects

completed. We have had no delays in insurance renewals or emergency services. All of these things may seem like business as usual, but in this current world we all breathe a little easier each time one of these tasks are completed without too much delay.

We have started the communications about the upcoming hurricane season. This will be what we work on in May. Now is not the time to forget where we live and what we can face at the turn of a wind pattern or a cone of uncertainty.

We have started seeing many more opportunities for education through webinars. We will be taking advantage of these and sharing those links to board members for any training that impacts your communities.

We have started to see some of the neighborhoods or buildings providing volunteer services for those that need extra help. If you know of someone in one of your associations that has a need of meal deliveries or grocery deliveries reach out to us and we will see if we can help with the connections we are being provided.

Thank you,  
The Casey Team and Family

Thank you,

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