



March 12, 2020

Dear Clients –

At Tidewater, the health and well-being of our clients, communities and employees is our top priority. We understand the concern and uncertainty you may be experiencing surrounding the coronavirus (COVID-19) and are committed to being responsive to the needs of our clients as the situation evolves.

With the wide-spread pandemic, social distancing and self-quarantine has been strongly encouraged by the CDC and Government to help prevent the spread of the virus. Because of this and for the health and safety of our clients and employees, we are immediately implementing that all meetings be done remotely and not in person. Your Community Association Managers will be reaching out to discuss any meetings that are already scheduled. In addition, our office doors will be closed and locked to the public until further notice. During this time, we will also be working with limited staff in our offices. Signs will be placed on our front doors.

We strongly encourage clients to use Tidewater's digital tools and other resources for self-service and 24/7 account access. You can [access your accounts online](#) by going to [www.tidewaterproperty.com](http://www.tidewaterproperty.com) and selecting login in the top right corner. From there, you can make payments, check balances, create a maintenance request, email your Community Association Manager and more. It's easier and faster (in most cases) to manage your account digitally as you may experience longer than normal call-wait times due to the limited in-office staff over the next few weeks. If you haven't enrolled online, it only takes a few minutes and we encourage you to do so. If you need help to access your online account, please email [info@tidewaterproperty.com](mailto:info@tidewaterproperty.com).

As always, the health, safety and well-being of our clients, communities and employees is of paramount concern. We continue to monitor this quickly evolving situation and will take additional action and precautions as is necessary.

For additional information about COVID-19, visit the Centers for Disease Control and Prevention at [cdc.gov](http://cdc.gov).

Thank you,

*The Tidewater Executive Team*

