



March 21, 2020

The Helm Management Co.
COVID-19 Update #2

To all of our clients, homeowners, residents & vendor partners:

With Governor Newsom's recent order to "shelter in place" due to the COVID-19 virus, The Helm is working with our customers and vendors to keep essential services moving along for all of the communities and properties that we work with.

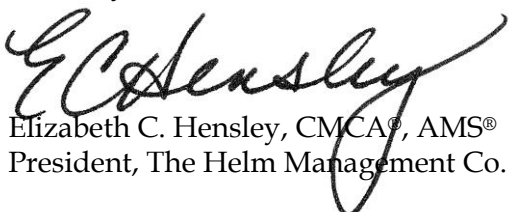
At times, the uncertainty of these events can be unsettling and overwhelming, but please know that The Helm is working with the individual Boards and Property Owners to help alleviate concerns as best we can. Since your home is likely where you will be spending much of your time these days, we want to help make it a comfortable place to be. Neighbors have been reaching out to each other in such generous ways. It truly is a time to remember to be good to one another, especially as you stay home for your health and safety during this moment in time.

The Helm will continue to support our vendors and lean on them to help maintain your investments and homes. Our vendors are taking extra steps to elevate hygiene requirements, maintain social distancing expectations, and keep up on both the basic needs of the property and respond to emergencies. Please understand that non-essential repairs and maintenance will be addressed at a future date. Vendors are continuing with annual inspections of facilities and other necessary tasks to ensure that your property is meeting important safety and maintenance needs.

The health and wellbeing of our employees and clients is of utmost concern. While our La Mesa office is not currently open to the general public, we do have a drop slot at the front door that can be utilized. You can continue to reach out staff through the Tenant and Owner Portals available from our website at www.helmmanagement.com. Payments and communications can be submitted in this manner as well. You can also direct communications to thehelm@helmmanagement.com and your emails will be forwarded to the appropriate party. We also have 24/7 emergency service at 619-589-6222.

Due to the nature of our industry, The Helm will continue to operate and provide service to our customers, albeit in a new fashion. Your patience as we help our staff acclimate to remote offices over the next several days is appreciated. By working together and supporting the guidelines of our public health professionals we will persevere.

Sincerely,


Elizabeth C. Hensley, CMCA®, AMS®
President, The Helm Management Co.

RESOURCES

Governor Gavin Newsom Issues Stay at Home Order

<https://www.gov.ca.gov/2020/03/19/governor-gavin-newsom-issues-stay-at-home-order/>

Essential Services per US Department of Homeland Security Commercial Facilities Sector – Real Estate

<https://www.cisa.gov/commercial-facilities-sector>

CA.Gov – California Coronavirus (COVID-19) Response

https://covid19.ca.gov/stay-home-except-for-essential-needs/?fbclid=IwAR1-z5ZsMHF0Qe5y-z70sJnMEwPKCoH_Ce3zcGL9PJkzPb-d118SAwYopCM

Alliance San Diego

https://www.alliancesd.org/resource_page_for_san_diego_during_covid_19_outbreak