



April 2020

Furniture & Appliance drop off

Help keep YOUR community clean by securing your trash in an appropriate trash bag and disposing of trash in the compactor. The Appliance drop off is for FURNITURE & APPLIANCES ONLY!! **All boxes must be broken down and disposed of in the trash compactor.** Never place trash outside your door for any length of time. Construction

Debris or Carpet must be taken out of the property.

Anyone caught illegally dumping items that do not belong in the appliance area will be charged **\$250** dumping fee. Please ensure all garbage bags and trash thrown in the compactor. Local animals can make a mess when there are torn bags; Please assist by making sure the trash is dumped properly.



For Free Resources to Learn at home please visit <https://classroommagazines.scholastic.com/support/learnathome.html>



Important Contacts

Management Office: 407-737-4122

Emergency: 911

OPD (non-emergency): 321-235-5300

Universal Towing: 407-816-0102

OUC: 407-423-9018

Spectrum: 1833-780-1880

Post Office: 407-851-7506

Rattlesnake Security: 407-627-7934

To Our Valued Resident:

As the COVID-19 Coronavirus continues to spread, with more reported cases every day, it is important that we remain calm, informed and prepared to navigate this unprecedented global pandemic. Our goal is to keep you and the associates who serve you healthy and safe and to continue providing you with excellent customer service.

We are taking every precaution and making some temporary adjustments to meet these goals:

Local Office Operations:

FirstService Residential offices are no longer open for visitors. We will continue providing service to our residents via telephone and email.

On-Site Management Offices:

Our offices are transitioning from face-to-face interaction to electronic business to follow social distancing guidelines set by the CDC. We strongly encourage residents to honor these guidelines. You can reach your team by phone at 407-737-4122 or email at avaloncondos@gmail.com and Marixsa.delvalle@fsresidential.com . You can also access information via FirstService Residential Connect Resident Portal (your community website). In addition, our Customer Care Center is available 24 hours a day, 7 days a week, and can be reached at 866.378.1099.

Enhanced Cleaning Protocols:

Our team is shifting cleaning and sanitizing efforts, in accordance with CDC guidelines, to areas that are frequently used such as the laundry room to doorknobs. This may mean that other areas may not get the same level of attention you're used to, although we'll make every effort to keep things running as normally as possible.

Amenity Use:

We are adjusting hours of operation or temporarily closing some or all of our amenities to protect our residents from the spread of germs, following established guidelines and direction from local authorities.

Dues and Assessment Payments:

Payments will no longer be accepted in corporate or satellite offices. Payments can be made electronically through ClickPay.com. If you are not signed up yet, please log onto fsresidential.com and click on Make A Payment. For assistance, you can call 888.354.0135. In addition, our Customer Care Center is available 24 hours a day, 7 days a week, and can be reached at 866.378.1099.

Property Entry:

Residents are encouraged to limit or eliminate guests. Third-party vendors will be limited to emergency services only.

Preventing Illness: Please keep in mind that the best way to prevent illness is to avoid being exposed to the Coronavirus. The CDC has published these steps for doing just that:

- Stay home if you're sick
- Choose to self-isolate if you fall into a high-risk category
- Avoid close contact with people who are sick
- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose or mouth
- Follow coughing and sneezing etiquette (cover your mouth with a tissue and then toss the tissue in the trash)
- Clean and disinfect frequently touched objects and surfaces
- Follow social distancing rules.

Confirmed COVID-19 Cases:

Should you or a member of your household test positive for COVID-19, in addition to following the instructions of your medical professional, please report it to your property manager right away and via email to pandemic.south@fsresidential.com. Your team will work with the board and follow established CDC protocols and recommendations.

FirstService Residential continues to closely monitor information from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO) and other credible sources of information, both locally and nationally, and will continue to keep you updated.

I encourage you to avoid rumor and speculation and rely on information from credible sources, like the CDC at cdc.gov and the WHO at who.int.

Thank you for your trust in FirstService Residential. As we navigate through this crisis, we are here to support you and assure you that we will get through this together.

Stay well,

David Diestel

President, South Region

Sincerely,

Marixsa Del Valle
Community Association Manager

