

Covid-19 / Corona Virus Update to Residents 03/31/2020

The Coronavirus continues to pose a serious public risk to this community. The facts, and the news regarding the virus continue to evolve daily. With that said, there are several facts that remain clear; the virus can be extremely harmful, it is deadly and the 60+ age group is particularly vulnerable. On Top of the World has made difficult decisions to limit the exposure within our community by closely monitoring the information surrounding the Coronavirus Outbreak and adhering to the recommendations of the Centers for Disease Control (CDC), Florida Department of Health, local government agencies and Executive Orders by Governor DeSantis. We are committed to continue to exercise best efforts to protect and ensure the health and safety of our residents, our employees and the entire community.

All amenity buildings and facilities will remain closed consistent with the recommendations of these experts and executive orders. Executive Order Number 20-83, which is a public health advisory to all persons over 65 years of age and to all persons with an underlying medical condition, places them at high risk of severe illness urging them to stay home and to take such other measures as necessary to limit their risk of exposure to Covid-19.

Many residents have noticed that construction of new homes, landscape and reroof work are continuing. Several areas of outdoor work performed at OTOW have been classified as essential work force functions by CISA of the US Department of Homeland Security. While we always put the health and safety of our residents first, On Top of the World Communities also has an obligation to each of our new home customers to deliver and close their homes as per the terms of their contract. The Management Company has an obligation to complete landscape maintenance to the capability of our limited staff and allow the reroof contractors to continue to work within the community. All employees, trade contractors and other field personnel are adhering to all CDC guidelines and are being carefully monitored to ensure they follow social distancing and safe hygiene protocols.

As always, the active construction sites and homes under construction are off-limits to residents so please do your part by staying out of these areas. We encourage residents with landscape or reroof questions to contact Resident Services in Friendship Commons by phone 352-236-OTOW (6869) or email otowservice@otowfl.com vs. attempting to talk with field personnel. These are safety measures that should be followed year-round and by continuing to follow this rule now ensures residents will not come in contact with tradesmen or field personnel.

Currently, our new homes sales center is open by appointment only. On Top of the World has an obligation to customers who have recently purchased homes and limited staff is there to service their needs. Early on, however, we made several decisions to minimize the risk to residents by reducing the numbers of new visitors to our community. In the first week of March we closed down our overnight guest homes to new visitors by cancelling all stays through the end of April. By doing so, we quickly reduced the number of outside travelers to the community. New home sales center staff has adopted the use of the CDC's screening questions for all guests planning a visit, and for any walk-ins prior to allowing them admittance. Since many states have adopted "Shelter in Place" orders there are far less travelers coming, so there has been a significant decrease in the new visitors. Model centers have likewise been closed since early March. Anyone wishing to tour the models is subject to the prescreening, must make an appointment and are accompanied by a sales counselor. Sales center and model homes are cleaned and sanitized routinely throughout each day, and all visiting guests are asked to adhere to CDC guidelines for proper hygiene/hand washing and social distancing.

Service has had a number of questions as to why our golf courses are not open, as other communities have not closed their courses. The OTOW community closed all buildings and amenities in its efforts to not only follow the recommendations by the experts but also by removing opportunities for gatherings, limiting contact with touch points that may harbor the virus which can linger on surfaces from hours to days, and creating social distancing to reduce the spread of the virus . While the courses are closed, golf course staff is moving up some of the cultural practices we take annually which close the course, such as aerating and verticutting. As a result, you may expect to see some of the future closing time for these practices reduced or typical for the year. Regular maintenance including disinfection of AC systems coils and ducts and adding ultraviolet lights to these systems and operations of landscape, golf operations, building repairs and essential service work are continuing. The company is committed to maintaining and continuing operations and paying our employees throughout this national emergency; including paying any employees sent home due to even a simple cold.

Cammy Dennis, OTOW Fitness Director and team via the MTP webpage have added workout routines to maintain your fitness program at home. Please visit the website <http://www.masterthepossibilities.org>, and log in or create an account to get started, the FOD fitness videos are under Distance Learning. They have also created the Stride and Seek Challenge, carefully crafted to create social distancing and participation solo or with partner only.

The goal is to return to normal operations as soon as possible. Management also recognizes the special risk the virus poses to our population and will not resume normal business operations until it is safe for our residents and our employees. Monitoring the recommendations from all of the experts will continue to ensure that decisions are based on the best available information.

We appreciate the support and the kind and understanding phone calls and emails we have received during these challenging times. Management is committed to protecting the safety of both our employees and residents.

It cannot be stressed enough the importance of each person's responsibility to slow the virus by following the guidelines and taking precautions to reduce your part in the spreading of the virus.

It is going to take effort on everyone's part in this campaign on the war against the coronavirus. Please remember to "Stay Safe at Home!"

Governor DeSantis just issued Executive Order 20-91. Stay tuned for more information regarding seniors and stay at home directives.