

Rachlin Management Corp.  
69-09 108<sup>th</sup> Street  
Forest Hills, NY 11375

**PLEASE NOTE: THIS IS A GENERAL MEMO SENT OUT TO ALL RACHLIN MANAGED PROPERTIES. YOUR BUILDING MAY HAVE ALREADY SENT OUT OR MAY SEND OUT IN THE NEAR FUTURE A BUILDING SPECIFIC MEMO.**  
**MEMORANDUM**

To: All Rachlin Management Residents Date: March 16th, 2020  
Re: Covid-19 (Coronavirus) – Building Preparation

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Rachlin Management continues to monitor the changing and developing impacts of the COVID-19 situation. We are following the guidance provided by authorities (NYC DOHMH and CDC) and the management industry is receiving updates from the Real Estate Board of New York, who have been in constant contact with the Office of Emergency Management and leaders at the Department of Health.

**CDC:** <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

**NYC DOH:** <https://www1.nyc.gov/site/doh/health/health-topics/coronavirus.page>

**TEXT: Text “COVID” to 692692**

Just this past week, we’ve seen an escalation of reported cases and announced school closings. It is believed that we can expect more of this. As you are aware, this situation is evolving rapidly and changes every single day.

With the situation becoming more widespread, Rachlin Management is preparing and prepping for reduced staffing in buildings. We have communicated with our staff members to follow the guidelines in case they become ill, need to care for their families or are impacted by the closure of schools.

While we are hoping the least amount of reduction in staff, we need to anticipate a worst-case scenario. Should staffing be severely impacted, we have outlined what may be implemented. Of course, this will be building by building, but it is important to be prepared for these changes. We have listed all of these potential procedures at the end of this document

Communication: It is very important that Rachlin/Building Staff are able to reach as many people as possible within each building. please make sure you have the number/email of your superintendent/resident manager and they have yours. Being able to advise our residents as quickly as possible is of great importance.

Building Cleaning: We have informed building staff to focus their cleaning on high traffic areas such as main entrances and elevators. **We also have informed staff to follow CDC guidelines and practice social distancing.** Rachlin is working diligently with our suppliers to secure supplies when they come available.

The health and safety of our residents and staff is our primary focus. We will continue monitoring the situation and keeping you informed as new developments become available.

**PLEASE NOTE: Your building may have already sent out or may send out in the near future building specific rules & guidelines. The building specific guideline (if applicable) will supersede this memo.**

#### COVID-19 Staff Storage Preparation Guide

The guide below provides in detail the procedures that **MAY** be put in place. We have also outlined your responsibilities as residents and have suggested specific areas which your assistance may be needed. Please read this material carefully and keep it readily available for reference.

If there is a shortage of labor in the building, the following tentative changes may take place should your board/management determine it to be necessary.

- No move-ins or move-outs will be permitted.
- New alterations will not be permitted to start.
- Alterations that are already in progress will be stopped. (please refer to your building specific memo)
- Compactors may be sealed, and residents may be forced to hold recyclables inside their apartments.
- Deliveries must be kept at a minimum.
- Large deliveries, such as furniture and appliances, will not be permitted.
- Elderly and disabled residents should make arrangements for assistance in advance of a labor shortage

#### **DELIVERIES - (tentative change)**

Residents are requested to keep deliveries to a minimum. Deliveries will be accepted only at the front door and you must be available to claim them.

No repair personnel, contractors or visitors will be admitted to the building.

#### **GARBAGE COLLECTION - (tentative change)**

The compactor in your building (if applicable) may not be operable. Please store bottles, newspapers, and other recyclables which are not health hazards in your apartment.

Garbage will be disposed of either by volunteers who will collect the garbage each evening and place it at the curb, or by residents who will be responsible for taking their own garbage down to the curb on appropriate days. We will be following the guidance from DSNY as to when garbage can be permitted onto the streets if compactors are not operable and staff is not able to assist.

## **EMERGENCY REPAIRS**

Only emergency repairs will be performed.

## **CLEANING OF HALLS AND PUBLIC AREAS - (tentative)**

Residents will be asked to keep the hallways clean and clear. Since porters may not be available, residents of each floor should monitor their hallways and do what they can to maintain cleanliness, including keeping the area outside their apartments clean.

## **AMENITIES - (tentative change)**

If applicable to your building, these areas will likely be closed as cleaning will need to be concentrated to other areas. Additionally, these areas are not recommended to be used due to social distancing recommendations.

## **LAUNDRY ROOMS - (tentative change)**

If applicable to your building, use of the laundry facilities should be kept to a minimum. Please remember to keep the laundry room clean and sanitize or wipe down the machines after use. It will be difficult to get service if breakdowns occur.

## **BASEMENT STORAGE AREAS - (tentative change)**

In the interest of security, bicycle rooms and storage rooms (if applicable) will likely need to be locked. Anything which may be needed, should be removed and brought to your apartment if the situation presents itself.

## **MOVE-INS/MOVE-OUTS - (tentative change)**

Moving into or out of the building will not be permitted.

## **COMMUNICATION - (tentative change)**

Rachlin will continue to keep you advised to the best of our ability.

## **VOLUNTEERS - (tentative change)**

People wishing to volunteer their services should notify others by placing their names on sign-in sheets. Rachlin will send these sign-in sheets to superintendents/resident managers if necessary. Once again, the guidelines outlined above are only tentative changes and might be implemented on a building by building basis. The Board and Management reserve the right to update these policies and procedures as deemed fit to your specific building.

Thank you  
Danielle Rachlin  
President  
Rachlin Management Corp