

The Ferrara Management Group, Inc., AMO[®]

50 Plainfield Avenue, Bedford Hills, NY 10507

914-888-2099 | www.Ferraramgmtgroup.com



April 3, 2020

Dear Residents,

We continue to be challenged by the changes in our normal routines necessitated by the COVID-19 coronavirus pandemic. Our primary concern is for the health & safety of all our residents and we are all acutely aware of family members, friends and/or neighbors who have been impacted by this pandemic and our thoughts and prayers are with all during this time of uncertainty.

As a community, we are resilient, compassionate and forward-looking and, we should take this current situation as an opportunity to come together and assist our neighbors. For example, a simple gesture such as making a personal telephone call, sending a text message or dropping a note to another will certainly brighten another person's day – especially for those who are elderly or feeling isolated. For those who are able, check on a neighbor who may need assistance with groceries or other services – this type of assistance which will certainly make their life easier and give them the assurance that they are not alone during this difficult period.

Family gatherings, birthday parties and upcoming religious holidays pose another challenge in which new traditions may be started and innovated. Utilizing an array of digital technology will help keep us connected. In short, this will be a Spring like no other.

I want to express our gratitude to all of our property staff members who have forged ahead in their efforts to keep us safe by tirelessly maintaining the safety of the common areas. Their efforts in providing assistance to our residents with such a positive outlook - given the repetitive nature of the tasks at hand - shows their true professionalism and we cannot thank them enough.

The Ferrara Management Group, Inc. is entering our third week with the majority of our team members working remotely while simultaneously maintaining our Bedford Hills and Bronx locations and keeping both fully functional and supportive of all of our associations & team members. I am pleased to report that our transition to remote location staffing to maintain “social distancing” has been flawless and the level and quality of our services to our residents has not changed. We do ask however that you limit any visits to our offices since we will be performing only in-person essential services, preferable by appointment. Furthermore, we are maintaining a secure mailbox at our Bedford Hills office which can be used for both correspondence and payments.

Our Board meetings are continuing by utilizing conference calls, Zoom video conferencing, Go To Meeting, Google Hangouts and other virtual platforms which have proven effective and provides social connection. Property inspections, while continuing, focus mainly on the exterior elements and extremely early morning interior walkthroughs in order to maintain “social distancing”. Property management is always evolving and we consistently learn to adjust with the new challenges we face every day and though these current challenges have proven difficult for so many, they are not insurmountable.

Finally, we continue to keep our normal business hours: Monday through Friday 9 am to 5 pm. Furthermore, you may continue to call our main office number (914) 888-2099 and press 6 or dial directly (800) 674-FMG1 (3641) for after hour emergencies.

As always, our firm stands ready to assist you. I wish to thank those residents who have personally reached out to me for the purpose of complimenting either your property's staff members, your Board or our team members at Ferrara. These kind words provide inspiration to those for whom you are complimenting and I always ensure that they are aware of the same.

We encourage you to contact us with any questions or needed assistance – especially our elderly residents or those who cannot venture outdoors for necessities or medical needs, we will do our utmost to render assistance as best we can so please reach out to us. In closing, please continue to take care of yourselves and each other in the days and weeks ahead.

Sincerely,



Robert M. Ferrara, CPM®
President

Helpful Links

How to protect yourself & Others <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

Daily Life & Coping <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/index.html>

Frequently Asked Questions <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

NYS Department of Health <https://www.health.ny.gov/>

NYC Department of Health & Hygiene <https://www1.nyc.gov/site/doh/index.page>

Westchester County Department of Health <https://health.westchestergov.com/>

Dutchess County Department of Health <http://www.co.dutchess.ny.us/>

