

During an Emergency Session of the RiverBend Board of Directors Meeting held this morning, the Board of Directors in an effort to hinder the spread of COVID-19 and to protect our residents and staff, have issued the following directives to the Condominium Association office:

- The Welcome Center will be open to Residents between 9:00 am and 3:00 pm starting March 23rd.
Staff will be in the office as usual and you may contact the office during regular business hours, (8:00 am to 5:00 pm Monday-Friday), either by phone (863-674-0085) or by email, (rb.admin@riverbendflorida.com), with questions and concerns. If it is deemed necessary to meet in person, the office will schedule an appointment.
- As per our earlier communication, RiverBend official events have been cancelled. This includes things like Benders Bar, Wednesday Taco Night, Saturday Breakfast, etc.
- Resident Services will sort mail as usual and place it into individual mailboxes in the mailroom. Items that cannot be placed into the mailbox can be picked up at the Welcome Center according to the attached schedule. It is important to adhere to the schedule to reduce the number of individuals at the office at any one time. The current plan is for the resident to arrive at the door and ask the staff to bring them their packages. If you receive a phone call from the staff regarding a perishable package, staff will inform you what time to stop by for pick-up. We ask that all communication with Resident Services be via phone, (863-674-0085). Information regarding mail forwarding is forthcoming in a separate communication. If mail or packages are delivered to the property after 2:00 pm, pickup will be available the next day following the attached schedule.
**Although we love the help RiverBend volunteers provide with the mail sorting, at this time only Residents Services will be completing this task.
- The Welcome Center will be open from 10:00 am to 3:00 pm on Saturdays starting March 21st. Resident Services will sort mail as usual and larger mail items can be picked up according to the attached schedule. The office will be **closed on Sundays starting March 22nd**.
- All package delivery vendors i.e. Fedex, Amazon, UPS, etc., will start delivering packages on the individual lots instead of the Welcome Center. Please make sure to change the address on the delivery to go directly to your lot (ex. 5800 West State Road 80 Lot 174). You can put in your street address as well if you wanted to. This is a new procedure so please be patient as we make this transition. The delivery vendors will be provided with a site map of the Resort and they will be required to sign in using the log posted at the South entrance of the outside mailroom. **Please do not give out your gate code as all vendors are required to sign in and they will only be able to come into the Resort during business hours. Provide the delivery vendor with your phone number if they need special instructions.**
- The River Clubhouse building will be closed to Residents effective Monday, March 23rd. The library will be available for committee meetings by appointment, please make those requests through Lee Conwell.
- If you would like to receive a visitor or guest, please sign them in a day in advance using the clipboard located at the south entrance of the outside mailroom. A car tag will be placed in your mailbox the following day.

- You can place a work order request by calling the office or by using the mobile app or RiverBend website.
- If you are not using ClickPay to pay for house charge or quarterly dues, you can pay with a check by dropping it off in the outgoing mail slot labeled "Owner Services" located at the Outside Mail Room. This will be checked on a daily basis. If you need to know what your balance is before you can pay, please contact Owner Services at 863-674-0085.
- Committees meetings can continue as long as the number of individuals in the meeting are less than 10 and they can maintain a safe distance between participants. As an alternative, meetings can be held virtually using GoToMeeting. If you would like to use GoToMeeting, please contact Lee Conwell.
- We encourage everyone that chooses to use the RiverBend facilities to use your best judgement and follow the Florida Department of Health and CDC's guidance during this time. Although the pools, spas, exercise rooms, and other amenities will remain open at this time, be advised that use of the facilities will be at your own risk.

We are learning together as we experience the impact of COVID-19. It is possible we will make additional modifications to our open buildings and daily routines based upon CDC guidance and situations that may arise.

Thank you for your continued patience and support.

Thank you,

Yanibel Marquez, LCAM
General Manager