



An Update from the Solera Management Team Regarding Administrative Office Hours and Services

Dear Solera Oak Valley Greens Association Residents:

We are reaching out to assure all residents that your Solera Management Team is still here for you! Association Operations are essential, and we are here to assist you during this unprecedented time of need, and in response to the COVID 19 pandemic.

1. **Modified Office Hours** – The Solera Team will continue to provide all essential services, work regular hours either remotely or onsite, and serve our residents by phone, email and appointments. All calls and emails will be answered and addressed daily by the Solera team. Team members will be available to meet with residents requiring assistance by appointment only on Tuesday and Thursdays between the hours of 9:00 a.m. and 5:00 p.m. Property inspections will continue to be performed. Communications will continue via eblasts, website and postings. Please be reminded that the official posting location for Solera Oak Valley Greens is the bulletin board located on the back wall of the mailroom. All Team Members will be taking appropriate measures to socially distance themselves and limit personal exposure while performing their daily duties.
- **Essential Services** – Other services deemed as “essential” at this time include the Guard Services, Landscape Maintenance, Janitorial Services and emergency maintenance needs to the Association maintained common area.

In addition, here are some helpful links to official information regarding COVID-19:

[State of California Covid-19 Response](#)

[Centers for Disease Control California](#)

[Department of Public Health World](#)

[Health Organization](#)

March 24, 2020