



## The Heights Real Estate Company

369 east 62nd street • new york, ny 10065-7755 • 212.317.1423

March 25, 2020

### **Important Notice**

#### **Guests and Non-Essential Service Providers Restrictions**

Dear Residents,

In order to reduce health risks associated with COVID-19, Governor Cuomo has ordered that all "non-essential gatherings of individuals of any size for any reason (e.g. parties, celebrations or other social events) are canceled or postponed at this time." Hosting guests and social gatherings (including family gatherings) in your apartment creates an unnecessary and unreasonable risk to other residents and employees of the building.

Therefore, until further notice and consistent with the Governor's Executive Order, **residents are prohibited from having any non-essential guests in their apartments or common areas of the building**. This rule does not apply to "essential" visitors, such as family caregivers, health care aides and delivery persons (keeping in mind that you must meet delivery people outside the front door of the building). Please note that individual apartment cleaning personnel is not listed under "essential services" and therefore **beginning Thursday March, 26, 2020 we ask you to not invite your cleaning personnel into the building until further notice**. For a full list of "essential services" please visit:

<https://www.governor.ny.gov/news/governor-cuomo-issues-guidance-essential-services-under-new-york-state-pause-executive-order>

**Non-essential visitors may be denied access or asked to leave the building unless needed for an essential purpose.**



## The Heights Real Estate Company

369 east 62nd street • new york, ny 10065-7755 • 212.317.1423

### Additional Restrictions:

Every day we get reminded that the best way to slow down the spread is to minimize person to person contact. Therefore, effective immediately we will implement further regulations:

### Lobby:

- Residents should expeditiously enter and exit the building for their own safety as well as the safety and comfort of the staff who are maintaining the door.
- The lobby and other common areas should not be used as a meeting area but rather considered as a transition area.
- Residents should maintain a safe distance from staff – at least 6 feet whenever possible – when talking with staff members.
- Face to face communication between staff and residents as well as among residents should be minimized to the most important matters. All other matters can and should be communicated via phone or email.
- **To minimize close proximity between staff and door personnel, we have instructed all door personnel to not assist with opening the door unless the resident is not able to open it her/himself.**

### Laundry:

- **No more than two (2) residents should be in the laundry room at the same time.** If you enter the laundry room and there are already two (2) residents, please leave your laundry there and come back in half an hour.
- Please refrain from spending more time than necessary in the laundry room. Activities like waiting for the laundry cycle to finish or folding the clothes is not allowed anymore.

Management understands the frustration that those rules may cause for some residents, but it is consistent with advice from public health authorities and necessary for the health and safety of our entire building. We trust that everyone understands and thank you for your anticipated cooperation as we all do our best to deal with these tough circumstances.