



## Updates regarding COVID-19 and Power Ranch Community Association

Below are answers to Frequently Asked Questions regarding the COVID-10 (Coronavirus) and the Power Ranch Community.

### **What is the COVID-19 (Coronavirus)?**

The [Arizona Department of Health Services \(AZDHS\)](#) describes the Coronavirus Disease 2019, or COVID-19, as a new respiratory virus first identified in Wuhan, Hubei Province, China. Coronavirus Disease 2019 (COVID-19) is not the same as the [coronaviruses that commonly circulate among humans](#) and cause mild illness, including coronavirus 229E, NL63, OC43, or HKU1. Patients with COVID-19 will be evaluated and cared for differently than patients with common coronavirus diagnoses.

### **How can I help protect myself from COVID-19 and other respiratory illnesses?**

The [Arizona Department of Health Services \(AZDHS\)](#) encourages all residents to practice social distancing and take [preventative measures](#) to protect themselves from COVID-19 and other respiratory illnesses.

### **Why are the Ranch House, Barn, Carriage House, and Pools closed?**

By following the recent [CDC](#) recommendations to minimize potential health risks for community members, staff and vendors, the Board of Directors and management determined it prudent to close all community facilities until further notice. In addition to the ongoing preventative cleaning already conducted, during the closure, the facilities themselves will undergo a comprehensive deep cleaning to sanitize and disinfect all surfaces.

### **Are the playgrounds and parks still open and accessible or resident use?**

In an effort to help flatten the curve and reduce the spread of COVID-19 the Board and association management are duplicating the efforts announced by the Town of Gilbert on Saturday, March 28 and have closed all Power Ranch community playgrounds, sports fields, sports courts, the splash pad and all community pavilions and Ramada's at this time. All open spaces, trails, walking paths and public restrooms will remain open for use. We ask all residents to continue to follow the guidelines of the CDC and practice social distancing.

### **When will the community facilities reopen?**

This temporary closure will be in place **until at least May 1, 2020**, and will be reassessed as the Board and Management continue to monitor the overall impact to the community and recommended guidance from health officials and experts. The circumstances surrounding the COVID-19 outbreak is a fluid situation and as a result, the Association may be required to update the current impact on the community.

### **How can I contact Management to address association related questions if the offices are closed?**

During the facility closure, the Management Team will be working remotely during normal business hours to respond to resident requests, community needs, and inquiries. While the office phone number will remain active and messages will be returned as soon as possible, we ask that inquiries be submitted via [email](#) when able. Regular communications will continue during the closure period, and any updates or changes will be communicated via the Power line e-newsletter to our members. Although our site office is closed, our business operations continue to function normally as our team manages them remotely. Regardless of function, our team members are committed to serving our community throughout this time of disruption.

**What are the current hours for the Association Management Team?**

The Management Team is available to assist you Monday through Friday from 8:00 AM to 5:00 PM. [Email communication](#), resident engagement, assessment processing, accounts payable, and remote meetings will continue as planned. Additionally, all contracted services and utilities remain operational.

**Will the Association be scheduling any lifestyle events in the future? What about events that are already on the calendar?**

All Association Lifestyle Events, meetings and programs previously scheduled have been canceled through May 1, 2020. Any registration payments that have been collected will be returned in full to the respective parties. The circumstances surrounding the COVID-19 outbreak is a fluid situation and as a result, the Association Lifestyle Team continues to work on fun, interactive programming that can be enjoyed by our residents, while still following the CDCs recommendations of social distancing.

**Where are clubs and classes meeting during the facility closures?**

The leaders of all Power Ranch clubs and classes have been contacted individually regarding the closures and were allowed to move these sessions outdoors, temporarily pause them, or find an alternative location. Please look for communication directly from your instructor or host regarding schedule and location changes.

**Will my assessment be discounted as a result of the temporary facility closures?**

At this time, the Power Ranch Community Association is not reducing or discounting assessments relating to the closing of community facilities. We are uncertain as to the duration of the closure and the costs which will be incurred by the association related to re-opening the amenities. To the extent these closures result in an overall savings and surplus cash to the association, during the next annual budgeting session, the Board will review funds on hand and projected expenses for the coming year and make adjustments to the budget as necessary. As we hope you understand, things are changing daily. To the extent the expectations regarding the duration of closure change, the Board may adjust their plans. If those plans are adjusted, Management will surely provide updates as appropriate.

**How do I pay my Association dues while the offices are closed?**

Quarterly Association Dues can be dropped in the PRCA lockbox outside the Carriage House office, paid online or mailed to: PRCA, c/o CCMC, PO BOX 533182, Atlanta, GA 30353-3182. Please [CLICK HERE](#) for more information on your payment options.

**How do I stay informed and receive updates regarding these ever-changing circumstances?**

This FAQs page was created as a convenient and centralized place for updates and new information to be posted to keep our residents informed. Residents can also sign up to receive our weekly Power Line e-newsletter by visiting [THIS LINK](#) and selecting Power Ranch Community News and your neighborhood.

**How can I contact the Board of Directors?**

CCMC is the Managing Agent and serves as the liaison between the Board of Directors and Power Ranch homeowners, and is available to assist with time-sensitive requests or matters. The CCMC Team is happy to address concerns or forward them to the Board of Directors upon request.

**Is overnight street parking currently being enforced?**

With schools closed and so many residents working from home, the Board of Directors and the management team understand the increased need to park in the street. Therefore, we are temporarily suspending nighttime parking patrols communitywide. Please continue to follow all parking restrictions: fire lane restrictions still apply. For safety and emergency vehicle clearance, limit the number of vehicles in the streets. Remember to park in front of your property, legally, and do not block access to driveways or mailboxes.

**I need to pick up a new or replacement amenity card. How do I do this if the office is closed?**

We continue to accept amenity card applications, however the issuing of new/replacement amenity cards is currently suspended until further notice as all Power Ranch amenities and offices are closed per CDC recommendations. To obtain a new or replacement amenity key, please complete the [Amenity Key Card Application](#) available on our [website](#). You may submit your form via [email](#) or fax and it will be processed in order received when offices/amenities reopen.

# CORONAVIRUS (COVID-19) WHEN TO SEEK CARE

Please follow the guidelines below when considering whether or not to seek medical care if you're experiencing symptoms similar to symptoms associated with COVID-19.



## STAY HOME

If you are worried, but well, **please stay home.**

Going to a hospital or doctor's office when well adds a higher number of people and can overwhelm medical staff.



## CALL FOR ADVICE

If you are **sick** and think you have been **exposed** to COVID-19 **call** your health care provider or 1-877-PA-HEALTH to discuss your exposure.



## SEEK CARE

If you are **sick** and feel you have an **emergency**, **call** your health care provider or seek medical care.

Please **call** your provider's office or hospital **before you go**, especially if you're symptomatic.

## HOW CAN I PROTECT MYSELF FROM COVID-19?

### WASH YOUR HANDS!



1 WET HANDS



2 APPLY SOAP



3 SCRUB 20 SECONDS



4 RINSE UNDER WATER



5 DRY WITH CLEAN TOWEL



CLEAN HANDS!