



March 20, 2020

Dear Homeowners and Residents:

“Community” is often defined as a feeling of fellowship with others, as a result of sharing common attitudes, interests, and goals – in this case Rosewood Management’s commitment to the health and safety of our communities and residents. While the way we all conduct our lives right now may be altered, what will never change is Rosewood’s dedication to supporting you and your community, and our team’s commitment to ensuring communities run as smoothly and safely as possible during this unprecedented time.

At this time all services are being provided on schedule, but we just don’t know how trash removal, landscaping, cleaning, etc. for community common areas may be impacted in the weeks to come. We are working closely with contractors to limit disruption and will provide you with any changes to service as soon as we know, so that you may prepare your household. It is our hope that all services continue to function as normal with our commitment to keep you informed.

In order to protect our staff and residents at this time, Rosewood is operating on a reduced in-person staff and many employees are teleworking. Rosewood is not accepting walk-in office visitors, and asks that any account or community questions be handled via a call to 703-778-4480 or you can contact us through our website: www.rosewoodmcs.com. Our technology systems allow employees to perform essential job functions, including answering the Rosewood main telephone number, from a remote location. These policies are subject to change as we monitor the rapidly changing conditions and federal, state, and local recommendations.

If your community has playgrounds, group mailboxes, doggy stations, etc. please remember that these areas are either not sanitized or not sanitized daily. This means that you should limit contact as much as possible, or in the case of your mailbox use hand sanitizer, soap, etc. after touching.

We all need to continually monitor this rapidly changing situation and take steps to mitigate the impact on members of our households and our neighbors. Please follow the CDC Preventative Measures listed below:

- Stay home if you are sick (except to get medical care). Keep sick children home from school or daycare.
- Wash your hands with soap and water for at least 20 seconds and help young children do the same. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched objects and surfaces (like doorknobs and light switches) using a regular household cleaning spray or wipe.
- Cough or sneeze into a tissue. If you use a tissue, throw it in the trash and wash your hands afterward. If you do not have a tissue, use your sleeve (not your hands).
- Get plenty of rest, drink plenty of fluids; eat healthy foods and manage your stress to keep your immune system strong.

Please refer to the CDC COVID website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html> as a resource for staying healthy and for updates on the status of the pandemic.

Stay Safe and Healthy,
Rosewood Management

3900 Jermantown Rd., Ste. 470
Fairfax, VA 22030
703-778-4480 / fax 703-536-8105