

RIVERSIDE TOWNHOUSES INC
3021 NW 47TH TERRACE, RIVERSIDE, MO 64150-1149
CTURNEY@RIVERSIDETOWNHOUSES.MO.COM
816-741-7022

March 24, 2020

Dear Riverside Members:

As you are aware, Riverside has posted a number of notices over the past week and we ask you to read them very carefully during this time of crisis. We are trying to update you regularly and keep you informed.

Your carrying charges and or any other applicable fees is still due on the first of every month according to our collection policy. However, beginning April 1, 2020 we will not assess late fees to your account until further notice. Please understand you are still fully responsible for all rent payments according to your occupancy agreement.

We ask in order to eliminate exposure to our staff, please contact your bank to set up drafts to be mailed to the property.

If your income and employment changes make sure to contact the office immediately to discuss if you are eligible for any assistance or need to make other arrangements.

Since the staff has been inundated with phone calls and office hours may be affected, we request those able to contact us via email send questions, service requests or other communication to us at CTurney@RiversideTownhousesMo.com and we will respond as timely as possible. However, for a maintenance emergency contact us at 816-741-7022.

Please know there are resources available for individuals:

Missouri Department of Health

info@health.mo.gov

Kansas Department of Labor

<https://www.getkansasbenefits.gov>

UNEMPLOYMENT CONTACT CENTER

KCMO (816) 889-3101

Kansas City (913) 596-3500

Topeka (785) 575-1460

Wichita (316) 383-9947

Toll-Free (800) 292-6333

Kansas Department of Health and Environment

<https://govstatus.egov.com/coronavirus>

Contact Information

1-866-534-3463 (1-866-KDHEINF)

Monday - Friday, 8am-7pm

Saturday, 10am-2 pm

Sunday, 1-5pm

Be well and be safe!

Management

RIVERSIDE TOWNHOUSES, INC.

3021 NW 47TH TERRACE * RIVERSIDE MO 64150-1149

CTurney@RiversideTownhousesMo.com

Website: riversidetownhousesmo.com

816-741-7022 – facsimile: 816-741-9003

March 13, 2020

Dear Member(s),

Since we are a high density living environment that represents some of the most susceptible population affected by viruses and with the recent outbreak of the coronavirus (COVID-19), we are taking the precautions to help reduce the spread of the virus to our staff, their families but also to you the members. It is important we all work together, staff, members and their visitors in communicating with one another for our mutual protection.

If you are not feeling well or are experiencing symptoms:

- Please stay in your townhouse as much as possible
- Avoid contact with other members
- Do not come to the office
- Ask your visitors to not enter your townhouse or come to our office if they have symptoms

If you need to speak with a staff member, please call (816) 741-7022. If you have something you would like to leave for the office, please drop it in the drop slot.

If you are calling about a maintenance request, please inform us if you are experiencing any symptoms or are self-quarantining due to the virus. Maintenance will not enter any units if you exhibit any of the symptoms or are being self-quarantining, please expect a delay in your maintenance request.

If you have a maintenance emergency and we must enter your townhouse, we need to know ahead of time so our staff can take precautions.

Staff members will afford you the same respect and will not come to work if they are experiencing symptoms.

As an additional note, since there may be a shortage of toilet tissue, we are reminding you that if you must find alternative sources of products to use in place of toilet tissue, **DO NOT** flush anything down the toilet other than toilet tissue. If you use alternative products, dispose of them in the trash.

Thank you,

Management



RIVERSIDE TOWNHOUSES, INC.

3021 NW 47 Street Terrace • Riverside, Missouri 64150-1149

Telephone: (816) 741-7022

Fax: (816) 741-9003

NOTICE

Out of an abundance of caution for the safety of our members and based on recommendations from the CDC regarding the COVID-19 virus, **we are postponing our annual meeting which was previously scheduled for April 6, 2020.**

We are sorry for any temporary inconvenience this may cause but we feel it is in the best interest of our members

The term of the current Board members will be extended until the meeting can be rescheduled.

The reschedule date will be determined as soon as the crisis passes. You will receive plenty of notifications and reminders when it is rescheduled.

Thank you for your understanding and patience.

Be safe.

Board of Directors



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March 23, 2020

Dear Resident/Member:

Due to the circumstances and to limit the potential spread of COVID-19, maintenance requests may still be submitted, but we will have to delay non-emergency requests until further notice.

If a maintenance emergency does occur call 816-741-7022 so staff can resolve it timely. If you feel your life is in danger for any reason immediately dial 911.

Below is a list of maintenance emergencies:

- Fire – call 911 first, then office number
- Gas Leak – call Spire at 800-582-1234 first, then office number
- No electricity – call Evergy at 816-471-5275 first, then office number
- Backed up sink, toilet or sewer line – DO NOT continue to use water, shut the water off if possible
- Water leak
- Flood
- NO water or no HOT water
- Toilet not operating – if only one bathroom in household
- Electrical short
- No HEAT if outside temp is BELOW 65 degrees
- No AIR CONDITIONING if outside temp is ABOVE 85 degrees
- Frozen pipes
- Any other safety hazard concern

Failure to report a maintenance emergency may result in long term damage to your unit and/or the property.

Non emergencies may be reported the next business day. We encourage all non-emergency concerns be submitted via email at CTurney@RiversidTownhousesMo.com

Health and safety for you and our staff is of the utmost importance. Please notify us if you are experiencing flu-like symptoms, high risk or are currently quarantined (self or under direction of a physician).

Any staff members affected or experiencing symptoms will not be scheduled for work or entering your home.

Be well and be safe!

Management



STOP!!

ANYONE that is experiencing
any of these symptoms should
NOT enter my home!!

Flu/COVID-19 Symptoms:

Cough

Congestion

Fever

Sore throat

Runny or stuffy nose

Muscle or body aches

Chills

**NOTICE: THIS WARNING SHEET IS AVAILABLE FOR ANY CO-OP MEMBER TO
PLACE ON THEIR TOWNHOUSE/APARTMENT DOOR.**

Call the office at 816-741-7022 and one will be delivered to your door.



PLEASE DO NOT FLUSH

- Baby wipes 
- Cleaning wipes 
- Feminine hygiene products 
- Paper towels 
- Tissues
- Trash of any kind

