

# The Native Sun



1950 South Ocean Blvd., Lauderdale-By-The Sea, FL 33062

May 21, 2020

Dear Owners,

As I write this, Broward County has entered its Phase One reopening in response to Covid-19, with a myriad of regulations and recommendations affecting a broad number of businesses. None of this impacts the Native Sun, as Governor DeSantis has deemed that vacation rental resorts, the category under which we fall, may not reopen until Phase 2, and will *only* be applicable to **Florida residents**. Exactly when that will be, is to be determined by the success or failure of Phase One. Nevertheless, your Board and resort staff have been preparing for our reopening under what will be very different circumstances from that to which we are all accustomed. Let me begin by telling you what we know, or rather *think* we know, as the situation is fluid and changes will be dictated by ongoing conditions.

As of now, the Governor has deemed that when we enter Phase 3, occupancy *may* be open to out of state residents. Once again, we believe that his decision will be based on monitoring the infection rate during Phases One and Two. We, like you, have no idea how long this restriction will be in place, but if you live out of state, and were planning on occupying your unit over the summer, it might be prudent to bank your time with RCI or Interval International. For the duration of Phase 3, no unit can be rented, whether owned by the resort or yourself. Units will be *owner occupied only*. Second, because of rigid requirements dealing with sanitization of each unit prior to, and post occupancy, we will be limited to a maximum of 50% resort capacity. This means that at no time during Phases 2 and 3 will more than 17 units be occupied. This will allow maintenance and housekeeping to meet these requirements and ensure their safety and yours. As of now, we have been told that a unit may not be entered to be cleaned for 72 hours after a guest leaves, and that after cleaning, may not be reoccupied for 24 hours. In most cases this will obviously negate our usual Saturday to Saturday occupancy term, and for some, may necessitate moving or occupying a unit other than what you own. This makes travel plans an unwelcome and complicated burden, but is the reality of our current situation.

In addition to the above, the following changes will also be in place:

- All doors to the lobby and kitchen area will be locked, and admission will be controlled by the person on the desk. Only one person at a time will be allowed to approach the desk in the lobby, and only one staff member will be on duty. Lobby rules and restrictions will be clearly posted and all guests will be expected to follow our protocol.
- No after-hours check ins will be allowed under **any** circumstances, so your arrival must be planned during regular business hours.
- All staff will have their temperatures monitored daily, and all guests will have their temperature taken upon check in.

- The first-floor bathroom in the laundry room will be locked and restricted to staff use only.
- Facial coverings ***must*** be worn by all staff and guests in all common areas, including the courtyard, lobby, elevators, stairwells, catwalks, and barbecue area.
- Since our beaches will be open, we may restrict the opening, the hours, and usage of the pool. Following CDC guidelines, the pool enclosure, when open, will be limited to a total of 8 people including those on the deck and in the water, and the spa will be closed and locked until further notice.
- All guests and staff will be expected to maintain proper social distancing as required under the now in place, Phase One regulations.
- Housekeeping will not be allowed to enter any unit during occupancy. This means that there will be no maid service for the duration of Phases 2 and 3. Instead, each unit will be provided with one-time use bags for soiled linens and towels to be placed outside of each room for pickup and replacement with clean on a service schedule to be determined.
- Only one person or family unit can occupy the elevator to maintain social distancing.
- All owners bringing guests to the resort must do so during business hours and must enter via the lobby for temperature check and facial covering check. No guest entry via the gate will be permitted for the safety of all owners and staff. Gate entry will be monitored by video surveillance and will be limited to owners only.
- The resort has purchased electrostatic sprayers which will be used not only for the aforementioned cleaning of owner units, but will be used in all common areas several times daily, to include, but not limited to the lobby, offices, elevators, vending and shopping cart area, pool chairs and lounges, Housekeeping will be cleaning all catwalk and stairwell railings daily. In addition, sanitizing solution will be provided in each unit for owner use.

Prior to check in, all owners will be sent a summation of all requirements listed above and will be required to sign their acknowledgement of such. In addition, seven (7) days prior to your arrival you will be contacted by the resort to answer any questions you may have, and to review the above requirements.

None of us are looking forward to these changes to our usual idyllic stay at the resort. Some may seem onerous and restrictive. They put a burden on staff and owner alike. However, the safety of all is paramount, and short of simply not reopening, they are a necessity. We feel confident that with your understanding and cooperation, we will get through this difficult and uncharted period.

Thank you,

*Peter Cohen*

Peter Cohen, Secretary  
PC/ajp