

NOWACKHOWARD presents

# Community Advisor

E-NEWSLETTER FOR  
COMMUNITY ASSOCIATION  
CLIENTS AND FRIENDS



ALERT!

**NOWACKHOWARD**

**Is Here for Your  
Community!**



**NOWACKHOWARD** has adopted a plan developed over recent weeks to remain fully accessible to clients and community managers while answering the call to encourage and achieve social distancing through remote working.

Recognizing the essentiality of ensuring our clients and managers continue to have access to our team and services we have implemented the following:

### **Call Our Office**

Calls to our main number at 770-863-8900 will continue to be answered from 9 am – 5 pm daily. Our receptionists will ask you for your telephone number and email address and if you want to describe the issue in order to enable a meaningful response or conversation with your attorney. Our receptionist will immediately contact the attorney by email and a telephone call to address your needs.

### **Call Us Directly**

Calls to our direct numbers will transfer to the person that you are calling. If we are unable to take your call at that time, please send an email to the person and provide the telephone number at which you can be reached. [Click Here](#) for a list of direct lines and emails.

## Collections Continue

Our collection team's operations will not change. Please continue to send your work requests to [WorkRequest@NowackHoward.com](mailto:WorkRequest@NowackHoward.com). Work Requests will be processed and completed as usual. Owner payments also will be processed, and accounts will be updated. Retainer clients can now review account statuses on our on-line portal anytime at HOACollect. If you have not yet registered to access your community's on-line collections portal, please email [ClientServices@NowackHoward.com](mailto:ClientServices@NowackHoward.com) to register. [Click Here](#) for a full list of our collection team contacts.

## Pending Litigation

On Saturday, March 14, 2020, the Georgia Supreme Court entered a statewide order which pauses all non-essential judicial proceedings. That includes all trials and hearings until April 13, 2020. It also suspends and otherwise relaxes for parties pending deadlines such as statutes of limitations and discovery deadlines, (See the full order [HERE](#).) The order will delay all pending cases, the extent of which cannot be known. We will continue to work on your cases by drafting motions, written discovery and other filings. We will also prepare for hearings, depositions and mediations and correspond with opposing parties and counsel. With our diligence, your cases will be in the best position to proceed when the courts return to normal operations. We want your cases to ready in the que when that happens.

## Meet with Us Virtually

In person attendance at Board meetings and member meetings is suspended until further notice. Board members and managers are strongly encouraged to conduct business remotely. Please see our blog entry [HERE](#) from March 13, 2020 with more information on remote meetings. We will be available to arrange and participate in conference calls and video conferencing at your convenience.

## Stay Updated

We will be sharing practical information and insights that we learn from our clients and managers and from our colleagues around the country during this unprecedented situation. Look for updates to our [BLOG](#).

We will continue to evaluate our operations and update you as this crisis evolves. Each NowackHoward team member is committed to continue to show why NowackHoward is "The Counsel Every Community Needs."

Please stay safe and well and let us know if we can help your community in any way.



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