

HOA Presidents:

First and foremost, we hope that you and your family are safe and healthy and are regularly accessing important information related to COVID-19 via the City's website at WLV.org. We want to reassure you and your family that your City's leaders are continuing to work collaboratively with our partner agencies, non-profit organizations, and other community leaders to address our community's needs each and every day of this emergency.

We hope that you will share the following information with your homeowner association residents:

- All essential City services, Sheriff and Fire departments, water district, utilities and trash services are continuing to operate with *no change in service* to Westlake Village residents.
- The Los Angeles County Sheriff is actively patrolling our community to keep all our residents and property safe and protected as always.
- The City is working diligently to provide its residents the resources and information you need to locate and purchase necessities. We have been in contact with local grocery stores and pharmacies to identify hours of operation and pick up and home delivery options, which you will find on the City's website at WLV.org. We will continue to update this information on a regular basis.
- City emergency ordinances are in place to prevent residential and commercial evictions due to non-payment of rent as a result of the Coronavirus. If you or a family member have lost your job, you may file and receive unemployment benefits immediately without a waiting period. Additionally, the Small Business Administration is taking applications for emergency business loans.
- Social distancing does *not* mean social isolation. We want to encourage you to reach out to your friends and family via phone or internet. Check in with each other regularly and show support to your friends, family, and neighbors. In difficult times like these, a text, a call, or an offer to help an elderly neighbor with a grocery or pharmacy delivery, or a friendly wave during your neighborhood walk is needed from us all.
- Please also be aware that scammers are taking advantage of fears surrounding the Coronavirus. They're setting up websites to sell fake products, and using fake emails, texts, and social media posts as a ruse to take your money and get your personal information. They also may be asking you to donate to victims, offering advice on unproven treatments, or contain malicious email attachments. For more information, visit: www.Ftc.gov/coronavirus.

What makes Westlake Village unique is its **residents**. We are a vibrant, resilient, and engaged citizenry. This has resulted in a strong sense of community, civic responsibility, and belonging which will continue to serve our City well during these difficult and challenging times.

Finally, we want to thank you for your continued support of our community. Please let us know if we can assist you. You may contact City Hall during regular business hours at 818-706-1613.

Sincerely,

Rob

Rob de Geus
City Manager

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