

***Property Management of Andover, LLC P.O.***  
**Box 488, Andover, MA 01810**

**James M. Toscano, PCAM**  
**President**

**Office: (978) 683-4101**  
**Facsimile: (978) 686-4664**

March 26, 2020

Dear Residents and Suite owners of our Communities and Office Parks:

This is a message from Jim Toscano, PCAM, President of Property Management of Andover, LLC.

I am writing to let you know that Property Management of Andover is a provider of essential services under the Covid-19 order of Governor Baker and is exempt from work restrictions under this order. We have received notification that we are permitted to continue to “ensure continuity of building functions” throughout the Covid-19 Virus care and recovery period. Our management and staff are working full time and we continue to maintain our 24 hour, seven day emergency response availability.

My company’s management and support staff as well as our field service crews are connected, through remote technology, to our office systems. We are all able to receive emails and phone messages while out of office as well. You may send an email directly to the email address of the individual you wish to communicate with. If you do not have the individual’s email address, you may send an email to our company’s general address, [info@pmandover.com](mailto:info@pmandover.com). Your email will then be directed to the individual whom you have requested that it be directed to. Please do not use email if you need an immediate emergency response. Please call our office directly.

Emergency matters must be called directly into our office at 978-683-4101 to receive an immediate emergency response. When you call, please follow the voice mail instructions to speak with our answering service representative concerning your emergency and request a return call.

You may also leave a non-emergency message in an employee’s mailbox or leave the message in our general mailbox for us to distribute to the individual you wish to reach.

I wish to assure you that we are here for you and are prepared to assist you with your needs related to your home and community. Please don’t hesitate to contact us when you believe we are needed and may assist you.

Please remain safe during these difficult times.

Thank you Jim Toscano, PCAM Property  
Management of Andover