

Dear valued clients,

In continuation of our communications regarding the novel coronavirus (COVID-19) situation, we wanted to reach out again and provide specifics on how Milrose is ensuring the continuity of our business services. Here at Milrose we are ready and able to work at full capacity to continue to provide value to our clients.

1. Our offices remain open.
2. All Milrose employees have an option to and can work from home.
3. We have setup processes and systems to allow for timely delivery of client work including, but not limited to:
 - Working virtually from our cloud-based system.
 - Implementing a change control board to quickly adopt new municipal agency procedural changes into our processes.
 - Proactively reaching out and responding to all client inquires for assistance on new projects, questions, and concerns.

As we move forward, we will continue to keep you notified of all updates from municipal agencies that could possibly impact your project schedules. **Please refer to the [DOB Service notice \(issued on 3/16/20\)](#) for information on the DOB's updated processes in response to the coronavirus. Additionally, please see the [Landmarks Preservation Commission's letter](#) regarding temporarily accepting electronic filing of all permit applications.**

To best fulfill your project needs under these circumstances, we ask that you and your team supply project-related items in digital format. The more we can digitize the project components, the further along we can move the project in the face of recent changes.

At Milrose we sympathize with all whose lives have been impacted by this global tragedy. Our highest priority at this time is the health and safety of our staff, clients, vendors, and residents of the affected communities. We appreciate your patience and understanding as we all work together to navigate the challenges that will arise due to the COVID-19 situation.

Sincerely,

Client Services Team
Milrose Consultants

If you have any questions or concerns, please feel free to reach out to us at ClientFeedback@Milrose.com.