



CLIENT BULLETIN

Featuring company news, expertise, and updates



Illustrations by: our Kids Art Contest Winners

Our New Normal

The last month and a half feels like a whirl wind. With expert precision our industry and the world around us was forced to respond to unprecedented circumstances and uncertainty. And you know what? We continue to not only rise to the occasion but to persevere, adapt, and find new ways to help our organizations succeed. As our country begins to heal there will be many of us still working remotely and balancing new roles at home and in the workplace. Working from home with your spouse or partner, eating in for every meal, juggling kids at home, and the inability to 'get out' means we are all in need of some guidance on how to thrive in our new normal. We surveyed our leaders and managers this month for their best practices, together we will get through this!

Create a schedule and stick to it

Routines provide structure and comfort for your entire family while they are working and learning from home. Do not stay in pajamas all day, take a shower and dress in what makes you feel comfortable and productive. Make your bed, grab your coffee and head to your workspace. Schedule regular lunch and breaks and stick to working hours that are productive and conducive for the roles you are balancing at home.

Designate a comfortable workstation

If you do not have the luxury of an in-home office with a door it is still important to designate your space and make it comfortable and productive. Order a lap desk from Amazon (some have cup holders and lights!) or a back-support pillow to help your posture. Make sure you have office supplies handy, consider how close you need to be to the coffee maker and fridge for water. Take advantage of small luxuries while you work from your home, like opening your windows, lighting a candle, or letting your dog snooze beneath your feet.

Kick-start your day

If the commute to your upstairs home office or basement takes only 2 minutes, consider taking your normal commute time to spend on something renewing and refreshing for your mind. Do some morning stretches, take a brisk walk, journal about the top 3 essential projects you hope to accomplish today, or try meditating – we could all use some stress relief right now!

WE ARE HERE TO SUPPORT YOU

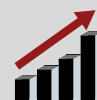
Check out our resource center for daily updates on tax agencies, find out if tax payment due dates will be delayed or if payment requirements are changed due to decreased staff, office hours, and county building closures.



Do you have team members displaced remotely and need support for back office tax functions? Call your account manager today to see how we can help.



Our teams are committed to working harder than ever to deliver the reporting you need timely. We are proud to announce that during the pandemic we are maintaining 99.7% of all outsource client service levels!



Follow us on LinkedIn to see thank you letters from our very own CEO, John Walsh and the winners of our property tax coloring contest for industry kiddos





Be Creative

Find ways to bring your teams together. Introduce your team and family members over zoom, have a scavenger hunt for objects around your house during a video team meeting. Host a virtual cocktail hour, play conference call bingo or host a recipe exchange for new and refreshing dinner ideas. Your clients and employees will remember how you responded during the pandemic, take advantage of this time to connect deeper, empathize, and promote togetherness – and make sure to laugh together!

Get Outside

You can focus on the negative or you can find the positive. With everything going on in the world we are being gifted a rare opportunity to connect with nature and our families in a relatively uninterrupted way. Take a walk during a call, work outside on your patio, open your windows, let your kids play in the driveway while you answer emails from the porch. Pause and find the beauty in every challenge.

We would love to hear your tips, what are you doing to help your team be successful during this time? Reach out to your LERETA sales or account management partner to share your best practices and stories, we hope to consolidate and share these on our LinkedIn page.

Create boundaries

Provide your partner, spouse, and kids (if they are old enough) a schedule for your day. Let them know when you can talk and when they need to give you privacy. Consider a “quiet zone” sign or incentives for smaller kids. No one is expecting you to be a superhero under the circumstances, but it is important to try to set boundaries and help everyone adjust to your new schedule. The same goes for your colleagues, try blocking off your calendar for dinner or early morning routines if needed to help keep a semblance of normalcy.

Over-communicate

With the challenges we are facing today it is not unreasonable that people’s priorities and expectations are changing in the workplace. Do not assume that something is known or obvious, it is better to over-communicate in the face of adversity when we are balancing uncertainty and new work environments. Be efficient with morning stand up calls, alternate conference bridges with Face Time or zoom calls, stay in touch over instant messages and proactively reach out to all members of your team regularly – don’t let out of sight become out of mind.



WE MOVED!

At the end of February we moved into our beautiful new corporate location in Pomona, California. We are excited to bring our teams back together and we hope to have you visit for a tour! Please make sure our new address is reflected in your records.

901 Corporate Center Dr. Pomona, CA 91768.



800.537.3821

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