



Brownstone Property Group continues to respond to emergencies, provide essential services

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Handyman Carlos Santos of Brownstone Property Group taking care of business in Brooklyn

Brooklyn, NY Despite the danger, some local neighbors are continuing to respond to emergencies and to provide vital maintenance services. While most people shelter inside, essential workers like Carlos Santos of Brownstone Property Group are venturing out to handle building emergencies, disinfect surfaces, and take trash to the curb.

“It’s nice to know we can do something to help people in this difficult time,” said Santos. “I’m making an effort to keep myself safe, while also doing what needs to be done so folks can feel comfortable

while stuck at home.”

Whether it's a pipe leak flooding a basement, a clogged toilet, or checking to see if a resident is okay, Brownstone team members are out responding and ensuring residents have access to basic services.

“Our teams have been made aware they don't have to work if they don't feel safe or, of course, if they don't feel well. We're seeing incredible dedication from our team members,” said head of field operations Alejandro Romero. “Each of our people is equipped with protective gear and has been trained to take precautions to protect themselves and others.”

“Brownstone is a small business with several segments of our operation dramatically impacted due to COVID-19 — including construction management, renovations and real estate rentals,” says associate real estate broker and

managing agent, Anne Darer. “We have pivoted by adding building cleanings and moving apartment showings online. Most importantly, we are checking in regularly with residents, and our team to gauge their well-being and assure folks that we are on the job answering the phone 24/7 and providing essential services. It takes real courage and strength to do the work that our field teams perform daily. But no matter what, emergencies need to be responded to. This sometimes means doing uncomfortable, messy work at odd hours to keep the basics of society working.”

Brownstone Property Group was founded in 2004 and provides essential property management and maintenance services to hundreds of Brooklyn residents and property owners.