

3/20/2020

Dear Valued Residents,

As we continue to face the rapidly changing conditions surrounding the Coronavirus and social distancing, we are working to adapt as quickly as possible.

Effective immediately, you will no longer need to come to the office to pick up packages. We know that package delivery is as important now as it has ever been and many of you rely on delivery services for daily necessities. Moving forward:

- We will work with delivery services to ensure packages are delivered directly to your door.
- In the event you are not home for the delivery, we will still accept the package for you.
- From there, you will simply contact the leasing office to schedule doorstep delivery during business hours and we will drop the package at your door according to your scheduled timeframe.

Also, we understand these times can be scary, and we want to make things easier on you through the uncertainty. As such, we will be waiving all fees associated with online payments during this difficult time – this includes both credit card and ACH payments. If you are not already, we encourage you to take advantage of our online payment system as one more way to practice social distancing. Please visit your community's website to setup your online payment for April.

We appreciate your patience and will continue to provide updates in the coming weeks.

Thank you,
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References:

<https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>