

# COVID-19:

## Our Commitment to Residents

This crisis is testing all of us. We know that many families are facing financial pressures as businesses have been forced to scale back or close. We're committed to helping our residents during these trying times to ensure that no one loses the roof over their head if they're financially impacted by this pandemic.



### WE'RE HERE TO HELP

- If you have suffered financially because of the outbreak, please contact your property manager. We are all in this together. We are committed to working with our residents, willing to create payment plans and waiving late fees for those directly impacted.
- In addition, we are putting rent increase freezes in place for the next 90 days to help residents weather the crisis.
- We also know that many of you are working from home. Please let us know if there is anything we can do to make this transition smoother.

### RESOURCES

- We encourage you to identify resources offered by federal, state and local governments – as well as community organizations – to help you secure financial assistance, food and healthcare.
- To that end, the federal government is committed to providing significant resources to support those affected by the crisis. This includes an extension of unemployment benefits, direct payments to Americans and assistance to select industries to get people back to work. We hope that these support mechanisms will help make your household finances work.
- Helpful resources from the CDC can be found at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

It's important to know that eviction moratoriums that have been put in place does not relieve residents of paying their rent or complying with their lease. Again, we are committed to helping those directly impacted by the pandemic. For those of you not financially impacted by the pandemic, it is critical that timely rent payments continue so we can continue to pay our employees, maintain the cleanliness and safety of our community and meet our other financial obligations like tax and insurance payments.

For now, we are heartened by the stories of neighbors helping one another – from grocery shopping to checking in on each other. Communities working together to stay safe is what will get us through this crisis, and we are here for you. The steps we're taking will safeguard this community and we appreciate your willingness to help.



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