

March 31, 2020

Dear Residents,

The Coronavirus (COVID-19) pandemic has thrust our community into unknown territory. We recognize this is a frightening time and that many in our community have faced both health and economic impacts.

### **We are here to try and help**

The last thing anyone wants to lose is a safe place to call home. Unfortunately, there has been misinformation circulating online and in the media about what the current crisis means for those who rent their homes. Our hope is to eliminate any confusion.

If you have suffered a job loss or other substantial loss of income due to the COVID-19 pandemic and are unable to pay rent, we encourage you to notify your Community Manager as soon as possible to discuss potential alternative Payment Arrangements that may be made to accommodate your situation. Please remember that your Notification of Hardship must be in writing. After Management receives your Notice of Hardship, you will be given a list of additional documents that management will need in order to further process your request for assistance.

Each community will soon have a “drop box” installed close to the front of the Leasing Office for our Residents to leave any requested documents and even their rent payments for those who are not using our online method of paying rent. This is one of the ways in which we are being proactive in maintaining distance amongst each other as recommended by the CDC. Reducing physical contact decreases all of our chances of becoming infected with the virus.

Please keep in mind that if you **do not** contact your Communities Leasing Office in writing letting management know that your household's finances have been affected due to situations caused by the COVID-19 virus, there is no way for your Community Manager to know, and therefore no action will be taken. Please keep in mind that not communicating loss of income could be detrimental to the future of your current housing. It is your responsibility as the tenant to alert your Community Manager to your Hardship.

If you are a resident who is not facing a hardship due to the COVID-19 virus, please continue to pay your rent as scheduled.

Thank you all for your cooperation.

Sincerely,

Visionary Property Management