

March 23, 2020

RE: Office Hours, Amenities and Package Delivery

Dear VIP Resident(s),

As you are likely aware, we are making all efforts to reduce social interaction as a result of the Coronavirus. Effective tomorrow, March 24<sup>th</sup> our offices will be closed until further notice. We will be available during our normal business hours, 9am-6pm Monday through Friday and Saturday 10am-5pm (Sunday closed) via telephone or email to help however we can. In addition, we ask that you check our property website. We will give you a link to a resident page that will provide each of you with important information about our community and the steps you can take to help curb the spread of the Coronavirus. You can also use the property webpage to log into the Resident Portal which allows you to make payments and submit service requests.

The amenities will continue to be closed until further notice. We are sorry for this inconvenience. We promise to open these up as soon as possible.

As you all know, we traditionally do all we can to make your busy lives easier by accepting your packages and deliveries when you are not home. Accordingly, we are speaking to and encouraging all couriers to make every effort to deliver directly to your building. If you are home and expecting a delivery, please do everything you can to make sure you are available to accept your package. In instances where couriers drop packages at our office or in any other common area, a member of our staff will call to confirm you are home and then will deliver the package to your apartment home doorstep.

Thank you in advance for your cooperation as we navigate these uncertain times and changes to our standard protocol.

Should you have any questions, please contact our offices at: (---)-----.

Thank you again for your understanding.