



March 24, 2020

Dear Resident:

The coronavirus pandemic has disrupted our daily lives and the economy. Although Governor DeWine's "stay-at-home" health order is necessary to control the spread of the virus, we understand that it's a hardship for many of our residents. We hope the following information is useful as we ride out the pandemic together.

Routine maintenance will be reduced

In order to comply with the Governor's order for social distancing, we are limiting routine maintenance. We will continue to provide essential services to keep your unit and common areas safe. Until the order is lifted, property management will perform only emergency maintenance necessary to protect residents' health and safety. Emergencies include loss of heat or a water leak. If you're unsure if a maintenance request is routine or an emergency, please contact your rental office regardless.

Continue your rent payments

We urge you to continue paying your rent on time as required by your rental agreement, to help us maintain your building and to avoid late penalties or disruption in your housing.

Notify us of unforeseen challenges

We understand that you may be facing financial challenges if you are no longer able to go to work. If you are unable to pay your rent on time, please contact your rental office **immediately** and *before* your rent is due.

Thank you

We appreciate your patience with us during this time and look forward to returning to regular operations. Please visit coronavirus.ohio.gov to find resources for economic support and other useful information.

Sincerely,

ROGER C. PERRY & CO.