Dear Valued Residents:

We at [MANAGEMENT COMPANY AND/OR OWNER] want to take a moment to offer our sincere concern and best wishes to you, your family, and the entire community during this unprecedented situation. While this situation is certainly serious, with dire consequences, we are confident that we can weather this as a team.

As you likely already know, Governor Newsom issued an Executive Order on March 16, 2020 temporarily suspending any prohibitions against local jurisdictions enacting eviction protections. The Order is limited to those renters who experience substantial financial hardships as a direct result of COVID-19 (Coronavirus). Specifically, those direct economic situations include a tenant’s medical expenses, childcare, loss of wages, sickness with COVID-19, caring for a household or family member who is sick with COVID-19, lay-off, loss of hours, or other income reduction resulting from business closure or other economic or employer impacts of COVID-19, compliance with a recommendation from a government health authority to stay home, self-quarantine, or avoid congregating with others during the state of emergency, extraordinary out-of-pocket medical expenses, and/or childcare needs arising from school closures related to COVID-19.

Additionally, the Governor’s order gave individual cities and counties the right to temporarily implement eviction restrictions. Following the Governor’s order, several cities have issued executive orders or have passed ordinances temporarily banning a specific subset of evictions. In other words, not all evictions are prohibited but, rather, only those evictions for non-payment of rent where the tenant can establish evidence to support the direct correlation between their failure to pay rent and medical expenses, childcare, loss of wages, and/or a layoff or reduction of hours stemming directly from COVID19.

We empathize with you and want you to understand that we are all in the same situation on one level of another, and we need to come together as a group to make it through this. As part of our plan to assist you, we are providing a list of resources that can be used by those individuals or families who are suffering to supplement their food, clothing, housing, and medical needs. We hope that the attached list of resources provides you with what you need to weather this storm.

Just last night, Congress passed a $2 trillion dollar aid package that will provide financial assistance to virtually everyone in the great middle class of our country. The financial aid will be available soon and, in many cases, will cover 100% of the financial loss incurred as a result of lost work and wages. We encourage everyone to utilize the resources being offered as quickly as possible.

As for us, we hope you understand that we are experiencing the same circumstances as you, and that we are optimistic that we can all make it through this together. But we need your help. Continuing to providing you with a safe, well-maintained home will be impossible without receiving the rent we depend on to maintain the property, including payments to lenders, employees, and vendors. We are prepared to work with you on an individual basis to ensure that no one is left behind and will consider ways to keep you in your home for the long term.

It is important to understand that pursuant to the provisions of the local orders and ordinances limiting evictions for non-payment of rent, reduced or deferred rent is not waived, and you will need to repay it relatively soon. If you intend to ask for a reduction or deferral of rent, it is important to have your documentation prepared in advance to facilitate a fast approval where it is warranted. In other words, simply requesting a deferral of rent will not be automatically approved. Approval will require written documentation that you have suffered adverse financial consequences due to the COVID-19 virus resulting in a “substantial” reduction or loss of income for any of the reasons stated above. Such documentation may include, but is not limited to, a letter from your employer indicating you lost hours or employment as a result of COVID19, paystubs, records of your hours, records evidencing you are unable to work as a result of the need for childcare or care for another family member, etc. Your property manager can provide you with the proper forms to submit with written certification from your doctor and/or employer.

We are prepared to work with you to get through this, including the temporary suspension of late fees. However, it is our hope that you will be able to maintain your rent experience demonstrates that falling behind in rent, even if for only a short period of time, creates a bigger problem later from which many tenants can never recover. Again, we stronglt encourage you to avail yourself of the many resources being made available through cities, the county, state and federal government, respectively.

Finally, it is important that everyone do their part to keep society healthy and safe by safeguarding against exposure to the novel COVID-19 virus. Regardless of several misconceptions about who is at risk, the fact is that we are all at risk. As the virus has continued to spread widely around Southern California, remember these key requirements:

• SOCIAL DISTANCE - Keep a six-foot distance from other individuals when interacting with them, including neighbors and relatives;

• Wash your hands thoroughly with soap and water for a minimum of 20 seconds and avoid shaking hands;

• Routinely wipe down the counters in your kitchen and bathrooms with sanitation wipes or similar cleaning agents;

• If you are working at an office, also use disinfectant or alcohol wipes to clean your workstation, including your phones, keyboards, bathroom handles, sink fixtures, etc.;

• Avoid touching your face;

• Cover your mouth and nose when coughing or sneezing. Do not use your hands! If you use a tissue, throw it in the trash and then wash your hands thoroughly.

Finally, it is important to understand that we are still providing maintenance to those units requiring it. However, please remember our maintenance teams and their families. They deserve protection and to that end, we ask that you:

• Open all of your windows prior and during the time our technician is in your unit.

• Keep all people at least 6 feet away from our technician at all times.

• Make soap and water available to our technician immediately upon arrival, during the visit and at the completion of the job; and, most importantly,

• Let us know if anyone in your home shows any symptoms of illness so that we may reschedule for a day when everyone is well.

We hope this letter provides a level of comfort and reassurance to all of our Residents. Please do not hesitate to contact us with any questions or concerns that you might have.

Sincerely,

[NAME OF MANAGEMENT COMPANY AND/OR OWNER]