

Dear Tenant First Name,

These are interesting, stressful, and challenging times for us all. Never before have we seen something like this, from the Coronavirus to earthquakes...all at the same time! We hope and pray that you are doing well and staying safe and healthy.

As one of our valued residents we wanted to communicate some updates as time has passed, we have learned more, and are able to give more of an update.

Until the general climate has improved, we will continue remotely to help in doing our part by working remotely. Our phone system, software, and all of our technology is cloud based, which allows our team the ability to work from anywhere with an internet connection. Rent payments can be made online, in person at any 7-11 (contact us if you need your payment slip). If you have any challenges with paying online or remotely, please reach out and we can help you through it. The drop slot on the side of our office door will also work for payment drop offs. If you do want to meet with a member of our team, we have video conferencing available.

We sympathize with anyone who may be suffering from the physical, emotional, and economic impact of COVID-19. If you find yourself in that position, our hearts and prayers go out to you. We would appreciate knowing of your situation if you may be in a position of hardship now or in the future. Here is also a page compiled of potential resources, in case you stand in need. krpm.in/utah-resources

Our governor has invited all Utahns to participate in a weekend of Prayer and Service. Many of us will be participating in this, and we invite all to do the same regardless of faith, religion, or lack thereof. We are all in this together, and together we will get through it. We will be stronger, more united, and better people at the end of this trial.

We will continue with the following processes and policies for how we are currently operating some of our services.

- Maintenance Service: We will still be coordinating and fulfilling any maintenance issues that come up. When a contractor is scheduling with you, it will be at your discretion when and how the work to be completed will be scheduled.
- Routine Inspections: These will still be scheduled, but there will be greater sensitivity and accommodations provided.
- Showings: We will continue to show units available for lease, again, with greater sensitivity and accommodations provided. We are being sure to sanitize and do all we can to be mindful of the situation.

Best Way to Contact:

- Email:
- Phone:

- Scheduling a Remote Meeting: Use the link in the signature line of the team member, or email the Team account and we'll coordinate.

We are sympathetic to the impact COVID-19 is having on everyone. Our management team will continue to monitor the situation and will adjust and adapt as we continue to learn more. Please stay safe and healthy!

Sincerely,