

March 31, 2020

Dear Valued Residents,

We would like to express the health and wellbeing of our Residents and Family Members, Management Office Team, Service Teams and all who visit our properties is Keener Management's highest priority and concern. We are watching the news and staying up to date with all government agencies during this nationwide epidemic the entire world is facing.

As the COVID-19 situation around the United States continues to evolve rapidly, we are actively monitoring COVID-19 updates from the Local Authorities, Houston & Texas Apartment Association, United States Congress, U.S. Centers for Disease Control and Prevention (CDC). We will continue to respond based on the best advice of government officials, public health authorities and medical professionals and keep you updated on what we are doing and will provide any resources as we receive them.

In our previous letter to you, we described the steps that we are taking in response to the COVID-19 outbreak. In addition to those steps, we are taking the following temporary measures to help prevent the spread of COVID-19 and protect the health of our residents and associates.

#### **We are proactively closing our amenities**

The CDC recommends engaging in social distancing as a critical component to slow down or halt the spread of COVID-19. As a result, schools across the country are temporarily closing or shifting to an online mode, sporting and other events with large gatherings of people are being cancelled, and employers are asking individuals to work from home. At our properties, person-to-person contact occurs most frequently in our amenity spaces. Based the CDC's guidelines regarding social distancing to prevent the spread of COVID-19, we have closed our fitness centers, business centers and other amenities until the COVID-19 situation normalizes. We have left the laundry rooms open for your convenience. Please remember to keep your distance in this area. We are properly cleaning the rooms daily for corrective measures.

#### **We are providing emergency maintenance only**

At this time, we will not be responding to **non-emergency maintenance** requests, please do visit our Rent Café portal to submit your work order. We will keep track of your requests and will respond as quickly as possible once the situation with COVID-19 normalizes and the stay in place orders are lifted. If you have an **emergency maintenance** request, please submit it through the resident portal. If you have COVID-19, or are self-quarantined, please let us know ASAP, so that we can take appropriate steps to protect both you and our associates responding to your emergency maintenance request.

Safety comes first and foremost. Emergency request will include, A/C out during day light times, kitchen/bathroom floods (please turn water value off quickly), electricity out, not related to non-payment (please check your breakers first), Refrigerator out (ice makers are not an emergency), and unsafe broken windows or exterior front doors unable to lock or open. Some restrictions may apply\*

We strongly advise you to be proactive and diligent in protecting yourself by following the below recommendations and our other communications to you and are also asking our residents to help in

protecting the health of our community.

### **Be considerate of others**

Do not risk making your friends and neighbors sick. While in common areas, please practice appropriate social distancing by keeping at least 6 feet between yourself and others. If you or a member of your household is experiencing symptoms of illness, please do not enter common areas, including the leasing office.

### **Protect yourself**

We encourage you to follow the CDC Guidelines - <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html> on health and hygiene. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based sanitizer that is at least 60% alcohol. Avoid close contact with sick people. Avoid touching your eyes, nose and mouth. Stay home if you are sick. Avoid shaking hands and cover your mouth and nose when you cough or sneeze.

### **Utilize our Rent Café portal**

We have the Rent Café resident portal through which you can enter emergency maintenance requests, pay rent, and renew your lease. Using this portal is a very convenient way to communicate and transact business with Keener Management and we highly recommend that you login to your RentCafe account to enter emergency maintenance requests as well as pay your rent to avoid the need to bring a check by the office, at this time we are requesting this to be used as much as possible. Please “call the office if you need any assistance setting yours up.”

### **Stay informed**

The Federal Government is committed to providing significant resources to support those affected by the crisis. This includes an extension of unemployment benefits, direct payments to Americans and assistance to select industries to get people back to work. We hope that these support mechanisms will help make your household finances work. If you have suffered financially because of the outbreak, please contact your property manager. We are all in this together. We are committed to working with our residents, willing to create payment plans and waiving late fees for those directly impacted. We encourage you to identify resources offered by federal, state and local governments – as well as community organizations – to help you secure financial assistance, food and healthcare. For the most up-to-date information on COVID-19, please visit the CDC Website,

<https://www.cdc.gov/coronavirus/2019-ncov/index.html> or the WHO Website <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>.

While no actions can eliminate the possibility of illness, please know that we are working to keep our properties as clean as possible. We appreciate everything you are doing to look out for each other in these unprecedented times. Should you have any questions or concerns, please do not hesitate to contact the property management team. We will continue to monitor this situation closely to ensure we follow the recommended measures that promote healthy environments for all.

### **Rental Payments**

We know that many families are/will be possibly facing financial pressures as businesses have been forced to scale back or close their doors. We're committed to helping our residents during these trying times to give some relief to those who have been financially impacted by this pandemic, restrictions apply. See office for details.

In these extraordinary times, we believe the best way we can help is to work with our residents who have lost wages or compensation due to COVID-19 so that they can remain in their homes.

Ultimately, we recognize the unprecedented nature of the crisis that the country is facing, and we strive to be fair/helpful, while following government guidelines and lease terms policies.

We are offering assistance to those who have been affected losing their source of income for April's rent. By providing documentation from an employer or other documentation that shows how you have been impacted by this crisis will improve your chances for getting the help you need. Ignoring notices and requests to contact your Property Manager is not advised and will not help you. Frequent and timely communication is the best course of action. This goes for all residents, always contact the office for assistance.

This can be done 7 days a week, Sunday's through the online portal. If the office is closed please use our portal or send an email to the leasing office and we will contact, you in a timely manner.

If your account is in good standing and you are suffering temporary financial hardship due to lost wages or compensation because of the COVID-19 outbreak, we will make payment options available to you. You will need to provide anyone (1) of the following documents to qualify for the April Rent Support Program, is subject to change at ownership discretion.

- A recent pay stub dated within the last 30 days with proof you were terminated, laid off or furloughed without pay or that your income was reduced as a result of the COVID-19 outbreak.
- Documentation of unemployment benefits filing with the applicable Department of Labor and Employment (or other governmental authority) on or after March 15, 2020.
- Any other documentation acceptable to Keener Management is indicating that you were terminated, laid off or furloughed without pay or that your income was reduced as a result of the COVID-19 outbreak will need to be provided.

**If you need to file unemployment, do so ASAP. Any delay, you will lose days' worth of pay. They do not retro back payments on delayed days to file.**

To file for disaster unemployment benefits, please visit <https://twc.texas.gov/jobseekers/disaster-unemployment-assistance?fbclid=IwAR28JDC8BwvD0LGBHBKvWYybQaKMBj9LPddugQdwnUJ8-gqxJdosVplDc3o>.

The website is experiencing a high volume of traffic so you might receive an error message, please be patient and visit often until you are able to submit your application. There is other relief assistance to those who have not been directly affected listed below.

Here are some additional resources that may be able to assist you:

- Houston/Harris County Alliance of Community Assistance Ministries
- The Archdiocese of Galveston-Houston—719/659-5461
- Catholic Charities—713/874-6776
- Chinese Community Center—713/271-6100
- Coalition for the Homeless—713/739-7514
- Disaster Housing Assistance Program—866/497-6036
- East Fort Bend Human Needs Ministry—281/261-1006
- Epiphany Community Health Outreach Services—713/270-0369
- Emergency Aid Coalition—713/522-5903
- Humble Area Assistance Ministries—281/446-3663
- Interfaith Caring Ministries—281/332-3881
- Jewish Federation of Greater Houston—713/667-9336
- Katy Christian Ministries—281/391-5261
- Memorial Area Assistance Ministries—713/468-4516
- My Brother's Keeper—281/498-9933
- Red Cross—713/526-8300
- St. Vincent's House—409/763-8521
- Wesley Community Center—713/223-8131
- United Way—713/957-4357
- US Department of Housing and Urban Development (HUD)—713/718-3199
- West Houston Assistance Ministries—713/977-9942

Please contact the leasing office by phone, email or at your Rent Café account which you can access at the property website by 5:00 PM, April 3, 2020 to discuss your April rent payment and to learn more about these payment options. Arrangements must be made. \*These financial aid programs can be cancelled at the owner's discretion and can be changed at any time.

Stay safe and COVID-19 free!

Your Friendly Management Team