

To: All Rock Point residents

From: Philip Lancaster

Date: March 17, 2020

Subject: CORONAVIRUS AND RENT PAYMENTS: PLEASE READ!

We are sympathetic to the economic challenges presented by the coronavirus crisis and want to help residents who have genuine disruptions in their lives and may have difficulty paying rent in full and on time as required by their lease.

Try to get outside help first. If you have trouble paying your rent, it is your responsibility to seek assistance from family, churches, charities, and government agencies before you ask for leniency from your landlord.

Ways we may be able to help. As our property owners allow, we may be able to offer some help by, for example, waiving late fees, accepting late rent payments, or setting up payment plans to meet rent obligations.

What we'll need from you. If you have financial problems, have sought help from others, and want some leniency when it comes to paying your rent, you must document the reason for your need. Specifically, we will require a statement on company letterhead, with contact information for your supervisor, that your loss of employment (or reduction of hours) is a direct result of the economic slowdown caused by the coronavirus. Such evidence will provide us grounds to offer a measure of leniency, if approved by the property owner.

Limits to our help. While we will do what we can to work with tenants in trouble, we also have obligations to our property owners. We will not be able to permit a tenant to remain in a property if they do not pay rent or have some credible plan for getting their rent paid. The awful truth is that some will lose their homes during the present crisis.

Legal obligations. Unless the landlord/tenant laws are changed due to the coronavirus disruptions, we are required to honor and enforce both our management agreements with our property owners and our rental agreements with our tenants. It is our strong desire and intention to be compassionate and understanding to those suffering hardships in these extraordinary times, even as we fulfill our sometimes-painful obligations under the law.

We hope you are not among those affected by the present emergency, either in terms of income or, especially, your health. But if you are, please keep the points above in mind.

The Rock Point team joins me in wishing you both health and prosperity!