

To: Our residents

From: Philip Lancaster, Rock Point Real Estate

Date: March 13, 2020

Subject: Coronavirus measures: please read!

Today Chattanooga had its first confirmed case of the Coronavirus infection.

We want to protect our employees and do our part to help prevent the spread of the virus within the larger Chattanooga community. To that end we are announcing these policy measures, effective immediately:

#### Office Procedures

- Our office will not be open to visitors until further notice, and we will not be accepting rent payments in person.
- To make rent payments, please use your tenant portal. If you must pay by check or money order, please place it in our rent drop box outside our office door and be sure to have your address on the payment. Or mail your rent to us at PO Box 2460, Chattanooga, TN 37409.
- If you feel you need to talk to a staff member and we do not answer your call directly, please leave a message through our answering service. They will notify us right away of your call by means of email, and we'll get back to you as soon as we are able.
- You can also use your tenant portal to leave a general message for our staff. Or you may contact us by email at [support@rockpointrealestate.com](mailto:support@rockpointrealestate.com).

#### Maintenance Procedures

- Requests for maintenance should be made through your tenant portal, not in person.
- Our maintenance techs visit many different homes in the course of their work. For their protection and yours, please hold off on submitting a maintenance request if it can wait. If a maintenance request is submitted that we believe can wait, we may choose not to respond to it until a later date, although we will communicate with you about this.
- Please do NOT ask for maintenance if someone in your home is sick, unless it is an emergency. If a team member arrives at your home and sees that someone is not well, they will be instructed to leave immediately, unless it is an emergency.

It is our aim to continue to provide the services you need just as we have up to now. We are simply asking that you cooperate in our efforts to assure your health and that of our team members in light of this new, dangerous, and very contagious health threat.

We will monitor the community health issues closely and adjust our office and maintenance procedures over time as circumstances warrant.

Thank you for your understanding and cooperation!