



MEMORANDUM

DATE: March 16, 2020

TO: All Tenants of Buildings Managed by Lemor Realty

FROM: Kenneth M. Morrison

RE: **Coronavirus COVID-19 Protocol for Buildings Managed by Lemor**

The restrictions put in place by our government to deal with the COVID-19 virus have impacted society to an unprecedented extent. During this crisis, the health and safety of our staff and residents is our major concern. Please be advised the following protocols will go into effect on Tuesday, March 17th until further notice:

- Office hours will be greatly reduced. Administrative Staff will work from home or will work from the office for limited hours. During this time, we ask that you **do not** come to the office.
- Please submit all requests for repairs, letters, rent issues via email to: repairs@lemorrealty.com. You can also submit repair requests via our property management platform by clicking the (Pay Online & Service Requests) button at "Lemorrealty.com".
 - When leaving requests, please include all phone numbers where you can be reached.
 - Non-repair items will be handled via email or mail. There will not be any pickups at the office during this time.
- Calls will be answered by a live answering service who will contact our staff. Emergency issues will be addressed immediately. For non-emergency repair requests, you will be contacted with a time and date when the repair will be made.
- Maintenance staff have been asked to constantly sanitize and disinfect the high traffic areas in your buildings. In particular door handles, hand rails, elevators, and high touch points.

As these are unique circumstances, we ask that everyone be patient. Please be safe and stay well.