

May Update COVID-19

Our Continued Commitment to Residents

This crisis is testing all of us. We know that many families are facing financial pressures as businesses have been forced to scale back or close. We're committed to helping our residents during these trying times to ensure that no one loses the roof over their head if they're financially impacted by this pandemic.



WE ARE HERE TO HELP

- If you have suffered financially because of the outbreak, please contact your management office. We are committed to working with our residents and willing to create payment plans for those directly impacted. In addition, we are waiving late fees for the Month of May, 2020 and absorbing all credit / debit card fees.
- We are here to serve and doing our best to complete priority work orders while minimizing in person contact wherever possible. Your site Team is available via phone, email and the online portal.

WE ARE IN THIS TOGETHER

- It's important to know that eviction moratoriums that have been put in place does not relieve residents of paying their rent or complying with their lease. Again, we are committed to helping those directly impacted by the pandemic. For those of you not financially impacted by the pandemic, it is critical that timely rent payments continue so we can continue to pay our employees, maintain the cleanliness and safety of our community and meet our other financial obligations like tax and insurance payments.

RESOURCES

- 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 links to these can be found at <https://fpacific.com/covid19-resident-resources>.
- To that end, 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.

For now, we are heartened by the stories of neighbors helping one another – from grocery shopping to checking in on each other. Communities working together to stay safe is what will get us through this crisis, and we are here for you. The steps we're taking will safeguard this community and we appreciate your willingness to help.

