

To Our Valued Residents:

Community is at the heart of everything we do, and in light of concerns for the Coronavirus (COVID-19), **The Chatham Oak Apartments** would like to share our current efforts to keep you and our community informed in order to help prevent the spread of this virus. As you know, additional steps are being taken by the management team to ensure that the property and its common areas are maintained in a sanitized condition throughout the day.

Like many others, our organization is closely following guidelines from the Centers for Disease Control (CDC), World Health Organization (WHO), and other local or national health organizations. Please take a moment to review the below outlined precautionary measures we as a company and community will put into immediate effect.

Leasing Office/Method of Contact Update

Please contact the leasing office and/or your on-site manager via email or phone unless you have the need to visit face to face. Your on-site manager can be reached at arbor.carlo@gmail.com or via phone **818-769-1149**. In a maintenance after hour's emergency, you can also reach us at **818-505-5238**.

Rent Payment Update

With the April 1 rent payment date approaching, we have made some modifications to our online portal in order to assist in the rent collection process. Effective March 25, 2020 the Resident Portal will be open for payments and will remain open for an additional three weeks. This portal would typically close on midnight, April 3, however, because of rapidly changing circumstances, we have decided to remain open for your convenience until the next rent cycle for May. At that time, we will review the need to make further adjustments.

Additionally, we as a company have been for several years attempting to automate and simplify the monthly rental payment process for our residents. As a result of the current pandemic, we have been in communication with our banks to see what can be done to make the online and electronic rent payments more efficient. Our mission is to encourage everyone to submit their rent payments online or electronically, if you can, to minimize the possible transmission of the virus and to save you time going forward.

We will be distributing additional information on this topic in the next few days. Meanwhile, if you are not already taking advantage of one of the programs that we offer, please notify us of your interest and we will assist you in this effort before April 1. If you wish to do so, you can continue to mail your rent to P.O. Box 7227, Van Nuys, CA 91409.

Common Area Closures

Effective immediately all common areas including the spa will be closed until further notice. Necessities including laundry rooms, elevators, and stairwells will remain available for access.

For the most update and current information regarding the virus, and tips for how to stay healthy we recommend you visit the www.cdc.gov or www.who.int.

This has been a very difficult time for all of us. We very much appreciate your understanding and assistance as we all take the recommended precautions to help in preventing the spread of COVID-19. Please be assured that it is our goal to continue to provide you with the best service during this period of national emergency.