

## **Big T Properties Update on the COVID-19 Pandemic**

Our hearts go out to those around the world who have been affected by the COVID-19 pandemic. We'd like to assure you that providing a safe and healthy home for our residents and employees is our top priority. We're continuing to closely monitor the crisis and follow the recommendations of the Centers for Disease Control (CDC), World Health Organization, and U.S. State Department.

In this rapidly changing environment, we would like to share some of the items we are looking at to minimize the impact to your home and community:

- To our current and future residents who may be on the verge of moving, we realize that it may be a bit unsettling to pick up and relocate at this time. We are here to help and will coordinate with you on your move, even if this requires a change in plans.
- With heightened sanitizing procedures and policies required, we encourage you to take advantage of our on-line portal capabilities. The portal enables you to request maintenance, process rent payments, and view other available property listings.
- We take the health of our employee team seriously. We have instructed any employee who is not feeling well to stay home. Out of an abundance of caution and to minimize social interaction, we will also be limiting maintenance visits to emergency situations.

We understand that the COVID-19 will have an economic impact. As of March 15, 2020, the federal government has outlined several programs to help defer the costs of emergency utility expenses, food, and special unemployment assistance. Complete details are available here:

<https://www.usa.gov/disaster-financial-help>

**Thank You, The Team at Big T Properties**