



March 30, 2020

Dear Grady Management Residents,

The COVID-19 pandemic 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 if they're financially impacted by this pandemic.

If you have suffered financially due to COVID-19 and have been laid off or furloughed, please contact your Community Manager. We are all in this together and are committed to working with our residents as much as we possibly can. We are absorbing all convenience fees for residents paying their rent online via the resident portal. If you have not signed up for the resident portal and need assistance, please contact your community office and they will walk you through the process.

In addition, we have identified resources offered by federal, state and local governments – as well as community organizations – to help you secure financial assistance, food and healthcare. To that end, the federal government is committed to providing significant resources to support those affected by the crisis. This includes a major expansion of unemployment benefits, direct payments to Americans, small business payroll loans and grants and a variety of other types of financial assistance. We hope that these support mechanisms will help make your household finances work. To see a list of these resources, please visit our website www.gradymgt.com and select "Residents". As soon as select "Residents" your first option is "Resources". On this page you will find a variety of resources listed by State and Federal.

For our residents who have not experienced an income disruption from COVID-19, it's important to understand that all existing rent and related obligations remain in place. We are committed to helping those directly impacted by the pandemic, but we rely on timely rent payments from those who haven't been affected so we can continue to pay our employees and contractors who maintain the cleanliness and safety of our community as well as meet our financial obligations like mortgages, tax and insurance payments.

While we are all weathering this, 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. Thank you for continuing to practice Social Distancing and contacting your community office via email or telephone. We appreciate your understanding and willingness to help.

Please continue to follow the CDC guidelines to help slow the spread of COVID-19. We hope that you and your families remain in good health and spirits.

Sincerely,

Heather M. Shrader

Heather M. Shrader
Vice President of Operations
Grady Management, Inc.