

**Fr: JV Management**

**Date: April 30, 2020**

**Ref: Covid19 and May Rent Collections**

Dear Residents,

There is a lot of information out there and things are being updated daily. As JV Property Management we are alongside everyone with the daily battles and challenges.

1. Rent is due May for all of our residents and we will continue in our efforts with offering Covid19 relief to any resident that needs it.
2. As local policies and state policies guide our residents that have been impacted from Covid19 there are options available to defer and get payment plans for those who seek our help with documentation available on our website or just open a ticket
3. We will NOT serve notices, knock on doors or put anyone under pressure with whats going on out in the world. No one will assess any late fees during the month of May as a company policy, if you get automated messages please disregard thru May 30th as our computers seemed to have a mind or virus of their own at this time
4. We will not be issuing annual rent increases until we know where we stand as a community, city, county, state, country and general planet. For those of you that are due for an increase expect to hear from us in coming months but not until this pandemic is under control
5. We will treat everyone with respect and understanding during this period, and expect everyone to do the same to our personnel that is working remotely and making sure we are here for ALL of you. We have approved 100% of applications and allowed everyone to evaluate their individual situation prior to committing to any plans. Myself, my team member and every owner appreciates the effort and courtesy our residents have shown and continue to show during this unique worldwide crisis
6. We will try to respond to individual emails for Covid 19 questions But honestly prefer and expect anyone who is seeking, partial or payment plans to use the portal for JV Management for faster response.
7. We have only 2 assigned personnel to handle the decision making process and will respond as quickly as possible. Any delays just update your ticket and follow up on the portal

And we standby our first email on the quotes that have become facts below ;

**We are all living thru this pandemic and facing challenges together. We want to make sure as a company and as housing providers we are fair, compassionate and acting with empathy. I give all of you my assurance that as long as you follow some simple steps, work with us and are transparent of your situation, you will find us amicable, easy to work with and fast on our responses.**

**Respectfully**

**James Engel, [info@jvmanage.com](mailto:info@jvmanage.com)**

**PS: I thank everyone who has adopted pets dogs and cats during these crazy times, and welcome them all to our communities. If you need anything please reach out to me or my associates directly, we are working as fast as we can, and prioritizing daily, if you have any input, insight, advice or suggestions please do not hesitate, seems we have more time on our hands than we ever did to plan and execute these days**