

March 18, 2020

Dear Residents,

In the midst of the COVID-19 pandemic, we here at ICCF wanted to reach out about recent operational changes we have made for the safety of our staff and residents. We are continually thinking of our residents during this national emergency and want to thank you ahead of time for your patience and understanding.

Our office is closed to the public, and all in-person meetings are either canceled or moved to an electronic option like email, phone, or video chat. If you have an in-person meeting scheduled with an ICCF staff member, please contact that individual to reschedule or move to an electronic option.

We have a secure drop box set up outside of our front door at 920 Cherry St SE. You may place checks, money orders, or any paperwork in that box. **WE DO NOT ACCEPT CASH.** Receipts will be mailed to you for rent payments made via the drop box. You may also mail in your rent or pay **ONLINE**. If you have questions about or experience difficulty setting up online payments, please contact your property manager.

Here are a couple questions we believe you may have:

Is my rent still due?

- Yes – rent is still due by the 1st of each month and deemed late by the 5th of the month. Mailed in checks must have a post-marked date of the 5th or earlier to be considered timely.
- We are **NOT** forgiving or postponing rent during this time. If you anticipate issues paying your rent because of the COVID-19 pandemic, then please reach out to your property manager as soon as possible. Residents who are proactive with their property manager about anticipated financial distress will be better-positioned to weather the COVID-19 pandemic.

Are work orders still being done?

- Yes – we are still completing **EMERGENCY REPAIRS**. All work orders will be prioritized on this basis, with non-emergency repairs performed at a later date as the pandemic permits.
- You should still make work orders through our maintenance line at 616-336-9333 then press 2.
- Our maintenance team is taking appropriate precautions during this time. Team members are wearing gloves, sanitizing all tools, and not reporting to work if they are feeling sick or anyone in their household is feeling sick.
- Our maintenance team is also calling ahead of each work order to ensure no member of that household is sick. If a member of your household is sick and the work order is deemed an emergency repair, we will take appropriate extra precautions.

We understand this can be a time filled with worry, and we know that you may have more questions than we answered here today. If you have any questions, please reach out to your property manager.

- Inner City Christian Federation Staff