



BARRY SAYWITZ PROPERTIES

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M E M O R A N D U M

TO: All Tenants

FROM: Barry Saywitz

DATE: March 19, 2020

RE: Coronavirus Update

Dear Tenants,

I wanted to reach out to you as the world is changing on a daily basis and this obviously affects all of our lives, both personally and from a business perspective. We all remain hopeful that the Coronavirus pandemic passes quickly, and that the short-term impact that we are experiencing to the overall economy ends as soon as possible so that we can get back to our normal lives. In the interim, we recognize that everyone's lives may be affected in some form or fashion, and I wanted to reach out to you to let you know the steps we are taking at The Saywitz Company and Barry Saywitz Properties not only to protect the health and safety of our own employees and vendors, but also as it relates to you as our tenants.

Please know that we have more than 1,000 tenants, and while our phones have been busy ringing with questions and input from tenants who are panicked, scared, concerned, etc. I wanted to relay the things that we are doing, and suggestions for moving forward.

1. **Office Building and Commercial Tenants** -- We have already spoken with our janitorial service, and this past weekend they have cleaned all of the restrooms and common areas of our buildings with a special chemical which is supposed to have positive effects against the Coronavirus and killing germs. This is heavy duty cleaner and has antiviral components, not just Lysol or plain disinfectant. The buildings have all been cleaned and treated with this chemical, and in the event that we need to do repeat cleanings, we will assess that going forward. Additionally, we have stocked up on toilet paper, paper towels, dish soap, and other supplies as these are not readily available at local stores. Please, in an effort to conserve these supplies, do not remove any supplies from the restroom of the building. Please only use what you need so that everyone has supplies moving forward. Our janitorial service will continue on a regular basis and we will let you know if anything changes.
2. **Residential Tenants** – We are keeping a close eye on any trash areas and trash containers to make sure they are kept clean and free from overflowing or excess debris. Please make sure that you are only putting trash in the dumpsters at your property. Please do not leave open trash or large bulky items in the trash enclosure areas. Not only will this cause a health concern, but also causes complications with the trash company being able to remove trash on its regular trash day. In the event that we incur additional expenses as a result of tenants not complying or dumping large items, we do have cameras at almost all of our properties now, and you will be assessed the cost of the additional trash charges or hauling if it is determined that you were involved in these actions. As all residential tenants are paying some portion of the trash, we would hate to see those costs rise unnecessarily.
3. **Security Cameras and Security Gates** – For properties with security cameras, we have engaged a third-party vendor to ensure that the cameras are functioning properly. In the event that you have any security issues at your property, please contact your property supervisor and they can assist in either reviewing the camera footage or contacting our vendor. At the properties where we have had security issues, we are working with the local police department to assist them in addressing any issues. Also, for those properties with security doors and gates, please make sure that these gates remain closed and locked to ensure the security of the property. Please do not prop security gates open as it creates a security risk and negates the whole reason for the gates.
4. **Exterior Lighting** – We have had our maintenance staff go around to all of the properties and ensure that the lights are adjusted to account for Daylight Savings Time. If you believe that lights are not coming on at the proper time or not functioning completely, please contact the office to have a work order placed to ensure that all of the lights are functioning properly.

5. **Online Rent Payments** – We have now implemented online rent payments and have had it available for the past 2 months. Many tenants have taken the opportunity to pay the rent online. This saves time and postage, and avoids any potential delays in the rent getting to us in a timely fashion. With the Coronavirus issues, we strongly recommend that all tenants explore using RentTrack to pay rent online for the months of April and May. As an accommodation to all tenants, we will be crediting you the online e-check payment fee towards the following month's rent statement. The e-check option cost is \$2.95 per check, so if you have multiple tenants or roommates that write multiple checks, we will credit you for every check that is issued. This will help you avoid going to the post office and cost of postage, and hopefully avoid any necessity for you to come into the office.

For those tenants that have on-site resident managers, we strongly suggest that you provide the rent to them instead of coming into our office. If you feel it is necessary to come into the office to pay rent, we only recommend this as a last alternative. In the event that you have questions or issues with the online rent payments, you can contact Veronica at our office at (949) 930-7501 and she can assist you. We have attached the Rent Track set-up instructions to this memo for your reference.

6. **Maintenance Requests and Work Orders** – It is our intention to continue to operate as normal with our maintenance staff in addressing any maintenance and work order issues at the properties. Please know that our maintenance staff is as concerned as you are regarding the virus. Therefore, if you have been sick with any contagious infection, or the Coronavirus, please let us know so that we can take the necessary precautions or potentially delay non-critical maintenance to avoid risking our staff's health. We have instructed our maintenance staff to wear masks and gloves and carry hand sanitizer and disinfectant to ensure that as they go from one property to the next, that they are cleaning and protecting themselves and do not transmit germs from one property to the next. We have also advised our maintenance staff that if they feel there is a health risk in entering a unit or property that they have the authority to reschedule the maintenance to protect everyone involved.

Please know that emergency maintenance requests will take priority over non-emergency items. In the event that you have non-emergency maintenance items and would like to wait a week or two to see how the Coronavirus situation plays itself out, I would advise that you do that. Otherwise, we will continue to address the maintenance issues in an orderly and timely fashion.

7. **Roof Leaks** – Prior to the rainy season last fall, we replaced a number of the roofs at many of our properties, and performed pre-emptive tune-ups on all existing roofs. All of the properties were inspected by one of our two roofing vendors, and any necessary recommendations were addressed prior to the rainy season. We have had a significant amount of rain in the last week, and expect more rain over the next couple of weeks. Unfortunately we are unable to address the leaks until it stops raining. We are sympathetic to any inconvenience that you may have, and it is important for us to know as soon as you have a leak, however please know that we cannot send someone out to stop the leak while it is still raining – it is not physically possible. Some leaks are related to windows which can be caulked and repaired very easily. Others we need to have our outside roofing vendor come and inspect to address it. We do have multiple vendors to care for these issues and will do it as quickly as possible.
8. **Pest Control** -- I wanted to remind you that we have a global agreement with Lloyd's Pest Control. If you have any pest-related issues, please contact Angel Tidwell in our office at (949) 930-7505 or via email at atidwell@saywitz.com and she can coordinate to make arrangements for them to treat your unit. We encourage you to keep your property clean; all kitchens and bathrooms should be maintained in an orderly fashion to deter pests. Any unnecessary bacteria will breed germs of some kind. We also recommend that you open windows after taking hot showers to avoid mildew. Please also ensure that you are ventilating your apartment, or home, or office and not closing off individual rooms to help avoid any germs or moisture within the property.
9. **Physical Office Visits** – In an effort to limit social interaction for your safety and the safety of our employees, we strongly recommend not coming into our office unless it is an absolute necessity. Please contact your property supervisor to coordinate meetings for a specific issue or meeting. We are making an effort to not have individuals sitting in our reception area waiting. Therefore, if you walk-in without an appointment for a meeting, we may ask you to come back so that you are not waiting for an extended period of time.
10. **Rent Payments for April** – As an additional accommodation to all of our tenants, we will not be issuing any late fees for April's rent payments prior to April 10th, which will allow tenants additional time to pay their rent. As you may recall, your lease stipulates that rent is due on the 1st of each month and is considered late after the 3rd. Please refer to your lease for the amount of the late fee. While we cannot waive rent, we are doing what we can

to give you more time to be able to pay. Unfortunately, our lenders and vendors are not in a position to wait to receive payments from us, and our banks are not providing any accommodations to us with regards to our mortgages. We have every intention to continue to pay them in a timely fashion. In the event that you have extenuating circumstances that will affect your ability to pay the rent, you will need to contact your property supervisor in advance to discuss your options. Please know that it is not an option to not pay rent due to the Coronavirus. We recognize that everyone is affected, but at the same time, we have our own financial obligations and contractual obligations with each tenant.

11. **What to do if I am infected?** – In the event that you or anyone at your property are directly infected with the Coronavirus, please contact us immediately so that we can work together to develop a game plan. We would hate to have an infection spread to other residents at your property and are working out contingency plans to address this issue. At the moment, we have had no reports of anyone at any of our properties being infected, and we hope to keep it that way. We have also had no reports of anyone within our staff being infected, and if any members of our maintenance crew are not feeling well, they have been instructed to remain at home.

Rest assured that we are staying on top of new developments on a daily basis and that our primary goal at this time is to protect the health and safety of our employees, vendors, and tenants. Secondly, it is our hope and intention to continue on as much as possible with the daily operations of our business, and unless we are forced to close our physical office, we are continuing to stay open and operate as normal. We have contingency plans in place if we are forced to close our office, and all of our employees are equipped to be able to work remotely and we will continue to have operations without interruption. I sincerely hope that you will stay safe and healthy.

If you have any questions, please contact your property supervisor or the office, and we will attempt to address any concerns as they arise. We appreciate your tenancy, and please keep calm and wash your hands, and we will all get through this hopefully sooner rather than later.

For your reference, below is contact information for our office and key individuals:

Main Office	(949) 930-7500
Maintenance Hotline	(949) 930-7514
Maintenance E-mail	maintenance@saywitz.com
Joe Poncino, Head of Construction	(949) 254-5819
	jponcino@saywitz.com
Jayson Navarro, Leasing Manager	(949) 930-7534
	(949) 335-2644 cell
	jnavarro@saywitz.com
Diana Liston, Property Supervisor	(949) 930-7532
	(949) 310-2970 cell
	dliston@saywitz.com
Angel Tidwell, Property Supervisor	(949) 930-7505
	(949) 698-3996 cell
	atidwell@saywitz.com

For questions regarding your lease, lease renewal, payment of rent, and other bigger picture questions, please contact your property supervisor or the main office. For those of you who have on-site resident managers, we will keep them informed regarding any changes in policy, but your best source of information is to contact your property supervisor.

In the event that there are closures mandated by the state or county for businesses, please note that our business office will remain open with a limited staff, as our business is deemed essential and therefore cannot close as our business is deemed essential to residents and businesses which allow them to remain in business and protect their home, safety, and well-being. Our maintenance staff will continue to work regardless of any business shutdowns.

My best wishes for you, your families, and your businesses to remain safe and healthy during these trying times. Please know that we will do what we can within reason to assist and accommodate our tenants. Please also know that we have a business to run, and at this time our banks and other vendors have not provided any accommodation financially in lieu of the circumstances. You do have a lease and contract with us, and your rent per the lease is still due. For any questions, concerns, or clarifications, please contact our office, and we will get back to you as quickly as we can.

Sincerely,
BARRY SAYWITZ PROPERTIES

A handwritten signature in black ink, appearing to be 'B Saywitz', written in a cursive style.

Barry Saywitz
Managing Partner