

Our company is best known for its culture, leadership and exceptional customer service. In unprecedented times like these, it is our culture of care and compassion for people that carries us through. The health and well-being of our residents and employees is our top priority. In addition to the many safeguards already in place for community operations, we are implementing numerous policies to help support those who may be affected by the COVID-19 pandemic. We are dedicated to helping our residents during these trying times.

If you have suffered financially because of the outbreak, please contact your community Business Manager (phone or email is preferred).

Our resident relief efforts include options for payment plans and other policies meant to lessen financial hardships for those in need. It's important to understand eviction moratoriums that may have been put in place do not relieve residents of paying their rent or complying with their lease. We are all in this together and don't want to add to the burden of this already stress-filled time. There is help.

We encourage you to search for resources offered by federal, state, and local governments - as well as local community organizations - to help secure financial assistance, food, and healthcare. The federal government is providing significant resources to support those affected by this pandemic, including an extension of unemployment benefits, direct payments to Americans, and assistance to select industries to get people back to work.

For those of you not financially impacted by the pandemic, it is critical that timely rent payments continue. We are committed to helping those directly impacted by the pandemic and supporting everyone living in our communities, but we rely on rent payments from those who haven't been affected so we can continue to pay our employees who are keeping communities open, maintaining cleanliness, and taking care of residents' needs. By not paying rent, the community's financial obligations are also affected - mortgages, taxes, and insurance payments must still be paid. Our goal is to keep our communities open, the lights on, and our residents comfortable in their homes.

As our employees, our residents are at the center of everything we do. We hold ourselves accountable to our brand values, standards, and mission statement, every day, even in times of crisis. While we may not be able to shake your hand or share a laugh at an event for the time being, we are still here for you. Let's all be here for one another.