

# Memo

**To:** All Residents - Madison Ridge Apartments  
**From:** Frank Mooney, President, Wesley Property Management Company; Darryl Leedom, Director of Resident Services  
**cc:** Iris Alfano, Property Site Manager; Cierra Falke, Resident Services Contact  
**Date:** March 25, 2020  
**Re:** COVID-19/Coronavirus Update #2

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As we move ahead regarding the COVID-19 virus, it is becoming increasingly apparent that in the coming days and weeks more businesses will be asked to suspend operations. However, Wesley Property Management, including resident services, views our work to be vital to the health and well-being of our residents. Therefore, this memo serves to outline how we intend to maintain operations at Madison Ridge Apartments, while working to keep our residents and employees safe.

**Effective Wednesday, March 25, 2020,** the following changes are in place for offices and staff:

## PROPERTY MANAGEMENT

- **Offices** will be closed to the public. Some office staff will be working remotely; however, they will continue to field resident calls, needs and concerns as usual. Residents should continue to call the office number during office hours and your call will be routed to staff.
- **Meetings with residents, contractors or other business matters** will be by appointment only.
- **Regular/Standard maintenance requests** have been suspended until further notice. Maintenance requests, including after hours maintenance calls, will be handled on an emergency basis only until further notice. If maintenance is required at a unit, property management staff or contractor will take all necessary health and safety precautions shall be taken.
  - The maintenance staff will wear gloves and will request that the resident either leave the unit while they are working, or maintain a safe distance of 6 to 10 feet. If you are unwilling or unable to comply, staff will leave the unit.
  - Maintenance staff will wear a proper mask and gloves when entering any and all senior resident's units or if there is a possible individual in the unit known to have other medical conditions that requires added caution.
- **Entry into apartments** will only occur if requested and only on an emergency basis. If a staff member or contractor must entry a unit, they must wear a face mask and gloves and absolutely practice social distancing as prescribed by the CDC that involves maintaining at least a 6' distance from the occupants.

- **Rent checks will not be received in-person.** Rent checks are to be deposited in the rental drop box, through a direct deposit (ACH) as set up through the resident portal, by credit card through the resident portal on our Website (specific to their property), or sent to the office through the US mail. Note: The ACH direct deposit process was recently modified and there is now no cost for you to use this service.
  - Instructions to register to use the online payment portal are attached and are as follows:
    - Go WPMC website at: <https://wesleypropertymanagement.com/>
    - Go to - Tenant Resources
    - Go to - Pay Rent
    - Go to - Your property name
    - Go to - Follow directions for register
- Residents seeking housing stability services (e.g. rental assistance, food assistance) are asked to complete the attached *Resident Request for Assistance* form. The form is available in paper copy and can also be completed online via the Wesley Property Management website Tenant Portal at: <https://wesleypropertymanagement.com/tenant-resources/>. You may deposit a paper copy of your request in the Rental Drop Box at the property or email it to [housingstability@whdc.org](mailto:housingstability@whdc.org).
- Wesley is now offering 0% increases for rent renewals occurring in the next 90 days. If your lease is due to expire in the next 90 days and you are interested in renewing it, please contact the Site Manager.
- In order to prevent the contraction and spread of COVID-19, management has established a detailed schedule for our grounds and janitorial staff regarding keeping the property as clean and disinfected as possible. In addition, all residents are asked to continue to take proactive steps to prevent the spread of virus by following the CDC guidelines indicating to:
  - Wash your hands frequently;
  - Avoid touching your eyes, nose, and mouth;
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash;
  - Clean and disinfect frequently touched objects and surfaces;
  - Stay home when you are sick or if you have been in contact with someone who is sick
  - Maintain at least a 6' distance between yourself and others

## **RESIDENT PROGRAMS & SERVICES**

- Resident Services staff has transitioned to a “remote & telecommute model,” with a limited number of “on-site” hours.
- All meetings with Resident Services staff must be arranged by appointment only. Requests are to be submitted via email ([familyprograms@whdc.org](mailto:familyprograms@whdc.org) or [supportiveservices@whdc.org](mailto:supportiveservices@whdc.org)) or by contacting the Cierra Falke via at 703-642-3830 Ext. 312 / [cfalke@whdc.org](mailto:cfalke@whdc.org). Appointments will be conducted via telephone and Skype, with a limited number of face-to-face interactions, exercising social distancing.
- Key services will remain active, including housing stability and linkage & referral.
- As noted above, residents seeking additional housing stability services (e.g. rental assistance, food assistance) are asked to complete the attached Resident Request for Assistance form. The

form is available in paper copy and can also be completed online via the Wesley Property Management website Tenant Portal at: <https://wesleypropertymanagement.com/tenant-resources/>. Please deposit any paper copy requests in the Rental Drop Box or email them to [housingstability@whdc.org](mailto:housingstability@whdc.org).

- Open Access (computer lab) are suspended until further notice.
- All other programming is suspended until further notice.
- Information regarding additional community resources (e.g. basic needs, food pantries and health & wellness) can be accessed via the Tenant Portal or directly at: <https://www.fairfaxcounty.gov/covid19/>.

### **GENERAL INFORMATION**

- All residents are encouraged to have a 2-week supply of food available
- For residents over the age of 65+, you are encouraged to have a 2- to 4-week supply of medications, including over the counter, available.

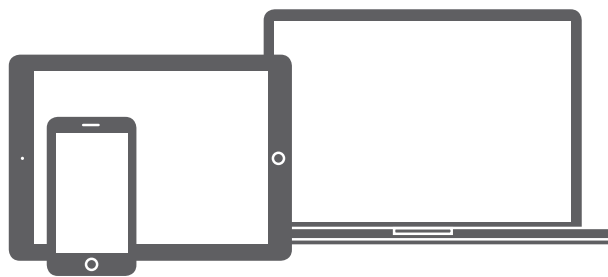
### **PROPERTY CONTACT INFORMATION**

- Property Management: Iris Alfano, 703-988-9380 / [Madisonridgeapartments@whdc.org](mailto:Madisonridgeapartments@whdc.org)
- Resident Services: Cierra Falke, 703-642-3830 Ext. 312 / [cfalke@whdc.org](mailto:cfalke@whdc.org)

As you know, COVID-19 is an ever-evolving situation. As such, we plan to communicate with you on a continuing basis. Though things are very uncertain right now, please know how much we appreciate having you as part of the Wesley family, and, families stick together!



# Go Mobile!



## Sign Up For Our Resident Portal



- ✓ **Pay rent anytime, anywhere, online**
- ✓ **Schedule recurring payments**
- ✓ **Submit a service request**
- ✓ **Review service request status and history**
- ✓ **Reserve the community clubhouse and other amenities**
- ✓ **Find out what's going on in your community**
- ✓ **Renew your lease\***

Our Madison Ridge Apartments Resident Portal provides you with convenient 24/7 access to the latest community news, updates and self-service options.

Log in anytime, anywhere from your computer or mobile device to pay rent, submit a service request, view your account status and more. No more making appointments or waiting for the office to open.

Plus, the portal is completely secure, so you can be confident all transactions, including payments are safe.

### What are you waiting for? Sign Up Today!

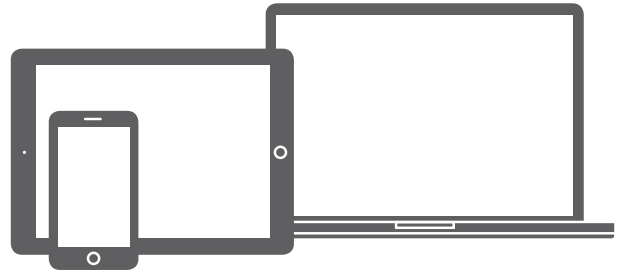
See next page for detailed instructions.

### If you have questions about signing up or using the portal, please contact us at:

Phone: 703-988-9380

Email: [MadisonRidgeApartments@whdc.org](mailto:MadisonRidgeApartments@whdc.org)

\*May not be available at all properties.



## How to sign up and start using the resident portal:

**Step 1** – Visit our website at: <https://wesleypropertymanagement.com/property/madison-ridge-apartments/>

**Step 2** – Click on **Pay Rent or Request Maintenance to access portal:**  
<https://property.onesite.realpage.com/welcomehome/home/login?siteId=2473745#url=%23login>

**Step 3** – Click on the Register Now link

**Villa Verano**

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**Welcome to Villa Verano**

Start living today. Register here or through the leasing office to gain access to resident portal, Begin enjoying amenities and services the e-way anytime – whether it's paying rent, requesting service or more.

Just enter your user name and password to sign-in.

User Name:

Password:

[Sign In](#)

New Resident? [Register Now](#) | Forgot Password? [Click Here](#)

**Step 4** – Create a username and password and enter your information, including first name, last name, unit number, building number, and email address

**Step 5 – Start using the resident portal**

## RESIDENT REQUEST FOR ASSISTANCE

Date: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Gender: ☐ Male ☐ Female

Property Name: \_\_\_\_\_ Unit #: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail address: \_\_\_\_\_

What time works best for you?

☐ Morning ☐ Afternoon ☐ Evening

What services are you interested in? ☐ Housing (rental assistance) ☐ Food ☐ Food Stamps

☐ Employment ☐ Unemployment Benefits ☐ Utilities ☐ Clothing ☐ Supplemental Security Income (SSI)

☐ Social Security Disability Insurance (SSDI) ☐ Medical ☐ Mental Health ☐ Other

Please describe your issue:

Language(s) spoken at home: \_\_\_\_\_ Other Languages \_\_\_\_\_

Number of people in household: Under 18 \_\_\_\_\_ Age 18-54 \_\_\_\_\_ Over 55 \_\_\_\_\_

Are there any members of your family age 60 or older? ☐ Yes ☐ No

Are there any household members disabled? ☐ Yes ☐ No

List All Household Members	Birth Date	Gender	Employed	School	Relationship
1.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		Self
2.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		
3.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		
4.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		
5.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		

\*\*Please deposit this form in the property Rent Drop Box or email it to [housingstability@whdc.org](mailto:housingstability@whdc.org)\*\*

Current as of 03/24/2020