

Memo

To: All Residents
From: Frank Mooney, President, Wesley Property Management
cc: Shelley Murphy, President/CEO, Wesley Housing; Darryl Leedom, Director of Resident Services; Lisa Davis, Regional Property Manager, Mary Owens, Regional Property Manager, Elayne Williams, Assistant Regional Property Manager, All Site Managers
Date: September 2, 2020
Re: COVID-19 – Update #6

Summer is almost over, schools are opening, and we are also starting to gradually reopen our offices. This is truly an unusual time in all our lives and for those throughout the world. **While we all work our way through these difficult times, we want to reassure all our residents that Wesley continues to be supportive and of service to you.**

As we reopen, we will continue to follow CDC guidelines. For the your safety and the safety of your neighbors, we ask you to please continue practicing safe social distancing and wear proper face masks when in indoor public places, including property commons areas such as hallways and laundry facilities.

A few months ago, we distributed masks throughout our properties to all residents. The response was overwhelming so we wanted to take this opportunity to again show our appreciation and concern for everyone. Once again, we are distributing masks for our residents at no cost to you.

We also wanted to let you know about the ongoing steps Wesley is taking to keep you safe. When you return to the rental offices for scheduled meetings or to drop off your rental payments, you will notice our offices are equipped with hand sanitizer and shields to assure decreased potential exposures. Additionally, our staff will be undergoing regular daily personal health checks. We have also instituted COVID-19 precautions and guidelines for the contractors and service providers that are engaged on our properties. We want to make every effort to do our part.

Starting September 8th, in addition to any immediate or emergency services that we had been performing, our maintenance staff will be handing regular maintenance calls for service and assistance. Please either call the maintenance phone number or fill out a maintenance ticket on the Resident Portal.

Office hours will be increasing. Specific details for your property's office hours will be listed at each property. Please look for these new office hours on the rental office doors or contact the office directly to confirm the open hours.

As we have previously requested, should there be a need for you to discuss anything with a Site Manager, please make an appointment. This will help to maintain safe distances and help to keep everyone safe.

Also beginning September 8, Business/Community Centers (where applicable) will reopen on a modified schedule. Please make a reservation to access the Center. To make a reservation, please email your Resident Services Coordinator. Face coverings and social distancing will be required, and residents will be responsible for wiping down the equipment and workspace before leaving.

If you are having issues with rent payments, getting enough food, or accessing health care as a result of COVID-related decreases in work hours or job regularity, we will try to assist you to reach out to alternative supplemental assistance. Please reach out to us.

We are offering a number of rent flexibility options, such as payment plans and waived late fees. Our office managers and Resident Services staff can also help link you to resources, including temporary rental assistance, groceries, hygiene items, and more.

If You Need Assistance...

1. **Please complete the COVID-19 Request for Assistance Form** and a member of Wesley's Resident Services team will contact you. The form is available at rental office entrances, in the rental offices, laundry rooms and other central locations in your community. The form is also available online at: <https://wesleypropertymanagement.com/covid-19-coronavirus-updates-and-resources/>
2. **You can also make an appointment.** Resident Services Coordinators are available to meet with you in person while on site or can speak with you by phone. To schedule an in-person appointment, contact housingstability@whdc.org. Face coverings are required for any face-to-face meetings, and social distancing must be observed.
3. **If you are behind in rent currently, you need to discuss payment options with your site managers for catching up. *Rent is still due even as this pandemic continues and people are quarantined.*** We want to provide safe and decent housing, help our communities stay strong and be proactive to help people in their lives.

In July, the federal government announced it was terminating the Affirmatively Furthering Fair Housing regulation. This weakens the Fair Housing Act that has been in place since 1968. The leadership at Wesley Housing is proud of the work we do to provide housing that is affordable to our residents, regardless of race, ethnicity, disability or sexual orientation. We look forward to continuing to build up diverse communities in areas of opportunity in the metro DC region.

We are glad that you are choosing a Wesley Housing property to call home and hope you are staying safe and healthy. We're all in this together.