

3/17/2020

Tenants, Owners, Vendors, Applicants,

In an effort to support the local, state and national efforts to slow the spread of the corona virus, the Windermere Property Management Grant County office is now closed to the public.

We take our responsibility to do everything we can to protect each of you and our staff very seriously.

To our tenants: To limit the traffic in our office, we are asking you to make your rental payments as well as any maintenance requests via your tenant portal. If you have not used your portal before or have not signed up, now is a great time to start. If you have any questions as to how to register, please call the office so we can help you. For those who do not have internet access please call the office to submit your maintenance requests. If you are not able to pay your rent through the portal, you are always able to slip your payments through our front doors. Keep in mind that we will still post your rent payments in a timely manner and you are able to access your receipt through the portal.

We would like to avoid exposing any of our valued vendors to unnecessary risks. We ask that maintenance requests include any comments of current or recent illnesses that may be present in the household. Having said that, we will be trying to prioritize maintenance calls. Safety issues and property damage concerns will be dealt with as soon as possible. Things that may be able to wait, will be deferred until the urgent matters can be addressed.

Owners: We will be doing our absolute best to continue to protect your investment by delivering the highest levels of service possible. Rents will be collected and deposited as promptly as we receive them. As you saw in my message to the tenants above, we will continue to maintain your property to the best of our ability and within the limits of our vendors. Applications will be processed and screened as usual. The timeliness of decisions will obviously be impacted by the response we are able to get from third party sources that may or may not be operating normal business hours. We will be cautious when it comes to showing properties. Showings of occupied residences will be handled on a case by case basis taking into consideration the well being of the current occupants as well as those potential tenants.

Vendors: We value our relationship and want to keep to a minimum any disruption to the processes we have put in place. Should a maintenance call require that you pick up a key at our office, please be sure to call us and we will have the key waiting for you. As you saw above, we will be doing what we can to try to determine if there is any known illnesses in the property. All payments on invoices will be mailed to the address we have on file. We will not be holding any payments for pick up at the office.

Applicants: We will be doing everything in our power to process your applications as promptly as possible. The better job you do in completing all of the requested information especially the contact information of as many previous landlords as possible, the quicker we can complete the process. We will continue to only show property AFTER all applications from those over the age of 18 have been processed and approved. As mentioned above, showings will be handled very carefully to protect all concerned. If the unit is occupied, we will do our best to limit any exposure to all parties. If vacant, we will try to accommodate schedules as best we can.

Thank you all for your understanding. We are truly sorry for any inconvenience these precautions may cause.

We will keep you updated if it becomes necessary to change these policies. There may be more changes to come as we move through then next days and weeks. Check back often to be kept abreast of any changes.

We plan to staff our office to accomplish all of the above as long as permitted and we feel it is safe for those concerned. Feel free to call 509-765-5691. Our number for **after hours emergencies only** is 509-765-6270

Sincerely,

Jeff, Cherie, Dawn, Megan, Vivian

Windermere Property Management Grant County