



Dear Owners and Tenants,

In light of the recent outbreak of the Coronavirus in our surrounding communities McSherry Property Management will be closing the office. The office will remain closed until Monday, March 30, 2020, and will reopen if we feel the outbreak has adequately been contained. We will notify you if the office will be closed longer.

## **TENANT INFORMATION**

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### **PAYMENT OF RENT:**

Rent will continue to be due as specified in your lease and must still be paid on time. Late fees will continue as we are not giving any allowances for the payment of rent. We suggest using the online portal (please contact us if you need help setting up your portal) to pay rent online, however rent may be paid with a check or money order (NO cash) and dropped off through the mail slot. No one will be in the office to take your payment so please include your name and address on the envelope.

### **ROUTINE MAINTENANCE REQUESTS:**

While no one will physically be in the office, operations will resume as normal as possible. Tenants are encouraged to submit maintenance requests online through the online portal or by phone by calling 215-745-4200 Ext 1000 during business hours (9AM-5PM). If a live person does not answer your call, please leave a message with your name, address, unit, and phone number along with a description of the issue. Non-emergency maintenance will not be handled until the office reopens, maintaining the safety of our residents and staff. If you have any questions or concerns, please call the office at 215-745-4200.

### **EMERGENCY MAINTENANCE REQUESTS:**

For emergency maintenance after hours please call 215-745-4200 and press option 1 to leave a message. Emergency maintenance will be handled in a timely manner.



## OWNER INFORMATION

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### **OWNER DISTRIBUTIONS:**

Regarding owner distributions and owners who are receiving a check; we are recommending that you switch to direct deposit. Please let us know if you want to do that so we can get you set up. If you don't want direct deposit, checks will continue to be mailed. Checks will not be available to be picked up in the office. If you are currently picking your check up at the office and don't want direct deposit, we will mail it to you. We don't expect any delay in owner distributions particularly with direct deposit.

### **OWNER STATEMENTS & REPORTS:**

Owner statements and owner distribution reports will be sent electronically. If we don't have an email address for you, we will mail it out. Please inform us if your email has recently been changed. We will be paying bills as normal and will continue day to day operations.

We've made provisions for the staff to be able to function at home. Our technology allows us to function as close to normal as possible with staff members working remotely. Each office member will be available by phone or email. Please call the office and Press 1 before dialing the extension.

Nancy	215-745-4200 Ext 1010	nlewis@jgmcsherry.com
Maureen	215-745-4200 Ext 1000	Maureen@jgmcsherry.com
Karen	215-745-4200 Ext 1015	kjanda@jgmcsherry.com
Jess	215-745-4200 Ext 1200	jesskrushauskas@jgmcsherry.com
John	215-745-4200 Ext 1020	jroedig@jgmcsherry.com
Joe	215-745-4200 Ext 1025	jvesco@jgmcsherry.com

Please don't hesitate to call John or the office with any questions or concerns.



## CORONAVIRUS INFORMATION

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Below are some guidelines released that explain the outbreak and how to prevent the spread of the virus:

### **What is Coronavirus?**

The CDC is responding to an outbreak of a respiratory illness caused by a novel coronavirus outbreak. While the outbreak started in Wuhan, China, a growing number of cases have been identified in several other countries, including the United States.

### **What is the risk of exposure to coronavirus?**

The CDC reports that most people in the United States do not have an immediate risk of exposure to the virus. However, the situation is rapidly evolving, and the CDC will update its risk assessment as needed. **Visit the CDC's website for the latest updates.**

### **What preventative measures may be taken to reduce the risk of contracting and spreading coronavirus?**

The same preventative measures recommended to prevent influenza are also effective in reducing the risk of contracting or spreading coronavirus. These measures include:

- Staying home if you have a fever, cough, shortness of breath or any other cold or flu-like symptom.
- Washing your hands frequently with soap and water for at least 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.
- Avoiding touching your eyes, nose, and mouth with unwashed hands.
- Avoiding close contact with anyone who is sick.
- Cleaning and disinfecting frequently touched objects and surfaces.
- Covering your mouth and nose with a tissue when you cough or sneeze, or cough or sneeze into your sleeve.