

FOR BUSINESS OWNERS



To Our Property Owners,

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 been adequately contained. We will keep you informed of the status of the closure.

We informed tenants through email, phone, and letter advising them the office is closed and how to reach us for maintenance. We were able to reach all tenants via email or phone in the case of tenants with no emails. Tenants were notified that rent will continue to be due as specified in their lease. Late fees will continue as we are not giving any allowances for the payment of rent. Tenants were notified of changes to our maintenance procedure. Emergency maintenance will be handled in a timely manner however non-emergency maintenance will be delayed maintaining the safety of our residents, vendors, owners, and staff. Tenants can report emergency maintenance by calling 215-745-4200 Ext 1000 during business hours (9AM-5PM) or by calling the emergency maintenance after hours line and leaving a detailed message (215-745-4200 Press option 1).

We will have a staggered schedule at the office. If you need to meet with us, or pick up keys, please call so we can make arrangements to do so. 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 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 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 me or the office with any questions or concerns.

John Roedig
215-896-7613
McSherry Property Management

FOR BUSINESS OWNERS



PAA is recommending several options and policies that McSherry is implementing to help residents navigate this unprecedented crisis with minimal disruptions.

Communication

– We are making sure to communicate regularly with your residents, keeping them aware of new policies, how to send rent payments, additional cleaning and safety precautions being implemented, and various COVID-19 safety resources.

Covid-19 Cases

– We are developing a confidential method for residents to report their own suspected or confirmed coronavirus diagnosis and encourage them to do so. We are creating a consistent policy and putting it in place for managing confirmed cases including mail delivery, maintenance requests, and other issues.

Request Documentation

– We will ask those residents that are financially impacted due to COVID-19 to provide documentation that they have lost their job, been furloughed, etc.

Late Rental Payments

– Extend grace periods for late payments and waiving late fees for residents that have provided documentation of hardship. This may help renters in need and encourages at least partial payment.

Payment Plans

– We are encouraging any tenant that is unable to pay rent to contact the office. We will consider creating payment plans for residents who cannot pay rent because of the COVID-19 outbreak and put them in writing for those who meet criteria.

Resources

- We are helping tenants to identify government and community resources that may assist them, such as food assistance, financial, and healthcare resources.

Evictions

-Remember that evictions have been halted by the Governor and the district court. We will continue to clarify that the freeze on evictions does not rescind leases nor wipe out the responsibility to pay rent. However, residents and housing providers are encouraged to communicate with each other to create reasonable ways to resolve these situations.

Additional Information for PA Small business owners and landlords:

Department of Labor and Industry: <https://www.dli.pa.gov/Pages/AlertDetails.aspx>

Department of Labor: <https://www.dol.gov/agencies/whd/pandemic/ffcra-questions>

Small Business Administration:

<https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>

Department of Treasury: <https://home.treasury.gov/policy-issues/cares>

IRS: <https://www.irs.gov/coronavirus-tax-relief-and-economic-impact-payments>

Risk Assessment and other resources:

<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Businesses.aspx>

Coronavirus Information

- 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.