

Palermo Realty
2906 Copperleaf Drive
Erie, PA 16509
O: 814-835-6757
F: 814-833-8095



To All Palermo Realty Tenants:

Due to the COVID-19 crisis, at this time Palermo Realty will be making some changes to our procedures. Starting Thursday, March 24th, all of our offices and common areas will be shut down. This includes all of our fitness facilities and laundry facilities (except at 403 West 8th Street). Despite this, we will continue to operate.

All rent payments will still be due as usual. We recommend tenants make their payments online using their tenant portals through Appfolio. If any tenant has not yet set up their portal, please email your manager. The manager will respond with a link that will allow the portal to be set up. In addition to this, payments can be mailed to our office (2906 Copperleaf Drive, Erie, PA 16509) or can be placed in any of the collection boxes located at:

- Copperleaf (2906 Copperleaf Drive) in the mail room
- Brookwood (5100 Clubhouse Drive) in the entrance of the clubhouse
- Downtown (403 West 8th Street) in the laundromat

Tenants will be able to call in credit card payments to (814) 835-6757. Someone should be available to answer calls from 10:00am to 4:00pm, Monday through Friday. If no one is available you will be able to leave a message to make payment. Please be sure to include in the message:

- The full name on the credit card
- The address the payment is to be applied to
- The credit card numbers
- The amount to be applied
- The expiration date of the credit card

There will be limited office hours the Monday through Friday the week of March 30 to April 3rd for rent collection. They are as follow:

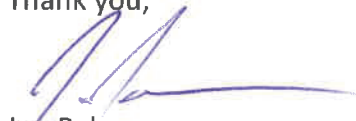
- Brookwood (5100 Clubhouse Drive) -10:00am-12:00pm
- Copperleaf (2906 Copperleaf Drive) -11:00am-1:00pm
- Downtown (407 West 8th Street) - 1:00pm-3:00pm

After these hours, offices will be closed to the public. If anyone will be unable to make their regular payment on time, please contact your manager. We will do our best to work with our tenants to set up payment plans.

We ask that all maintenance be limited to emergencies only. Emergencies would include anything that is damaging to a tenant or a building (e.g. water leak, gas leak, no heat, etc.). There will be limited maintenance staff and materials available. We ask for your patience in having issues resolved. All maintenance issues should be put in through tenant portals, or through calling our emergency maintenance number (1-866-699-8703). Please do not call managers or attempt to visit the office locations.

We hope that this event is short lived, and that we are all able to get back to regular business practices as quickly as possible. With your patience and understanding, we will all be able to get through this difficult time.

Thank you,

A handwritten signature in blue ink, appearing to read 'Joe Palermo', with a long horizontal flourish extending to the right.

Joe Palermo
Palermo Realty