

Palermo Realty  
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Dear Tenants,

We would like to give you an update as to the policies of Palermo Realty during the continuing Covid-19 crisis. We have received a lot of questions relating to amenities, payments and office open hours. Hopefully, this message will serve to answer most of your questions.

Since Erie County has gone to the “green phase”, many people have asked when the amenities will be opening. These amenities include the pools, workout facilities, community rooms and laundry areas. We have contacted the CDC and described our facilities in an effort to move things along as smoothly as possible. What were told is that because these amenities are self-service, there is no way for us to ensure that all equipment is kept clean. If someone using a machine doesn’t wipe it down before or after use, it could contribute to the spread of the epidemic. It is recommended that we do not open these facilities until a time when threat of infection decreases. We are sorry that they must remain closed. As soon as we are safely able to open things up, we will begin to do so.

As far as payments go, Palermo Realty will continue to work with tenants who are experiencing hardships. Anyone who contacts us to set up a payment arrangement, and then keeps that arrangement, will not be charged any late fees. However, tenants who miss agreements or refuse to contact us will be subject to the usual consequences of the lease.

The hours for our offices will be changing slightly as go forward. The Copperleaf and Brookwood offices will be open weekdays 8:00-12:00. The office on West 8<sup>th</sup> Street will be open 9:30-12:30 weekdays. These hours are subject to change. It is recommended that if you need to meet with your manager, you call ahead and schedule an appointment.

In these difficult times we appreciate your understanding. We know it is disappointing that we don’t have access to all of the options and amenities that we are all used to. We thank you for working with us to try and prevent the spread of Covid-19. If we all do our part, we will get everything up and running as soon as possible.

Thank you,

Palermo Realty