

A.C. LEWIS



MANAGEMENT

March 17, 2020

Dear Residents:

We would like to update you on changes you will see from your community management team and A.C. Lewis Management during this Coronavirus/Covid-19 situation.

We are committed to doing everything we can to ensure the health and well-being of our residents, staff and communities. Effective immediately we are implementing measures to limit potential exposure. This includes closing all fitness centers, playgrounds, pools, computer rooms. Our offices will not be accepting any packages during this time, but package centers will remain open and sanitized daily. Laundry rooms will remain open and be sanitized daily.

Work orders may be limited to emergency or High priority work orders only. We ask that if you see any personnel on site that you do not approach them. Please still follow the proper procedures to report any needs.

Offices will not remain open, but team members will be available via phone, text, email, and through our portal daily. If you or a family member are not feeling well, have recently been sick, or have recently traveled, we ask that you please not enter any common area. If you have a work order to report, please notify us if anyone has been feeling ill, or around someone who has been feeling ill. Due to concern for health and safety we will also be making it mandatory to enroll in online payments. We have attached our step by step guide for paying rent online. Please contact a team member for assistance on setting this up if you have any issues with the set up. Work orders may also be entered via the portal.

It is important that each of you take the precaution for yourselves and your family. General information is available through the Center of Disease Control (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>) and the World Health Organization (<https://www.who.int/>) .

We know COVID-19 is causing great concern, we assure you we share in that concern. We will continue to monitor developments and share any operational changes with you as soon as we can.

Thank you for being a valued resident.

Sincerely,

A.C. Lewis Management Team

info@aclpm.com

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RESIDENT PORTAL INSTRUCTIONS

Instructions to access the resident portal:

Go to www.canterburyhouse-aps.com. (insert your website here)

Click 'RESIDENTS' at the top right hand corner of the page.

Click 'PAY RENT' or 'SERVICE REQUEST'.

Click 'Register' – be sure to use the email account you have listed on your application.

You will receive an email asking you to verify the account set up.

You will now have access to log on to the resident portal.

Pay your Rent on the Resident Portal

You may pay your rent on line by eCheck, Debit Card or Credit Card.

- eCheck – FREE
- Debit Card – processing fee = \$4.95
- Credit Card – processing fee = 2.9% of total charge

Submit Non-Emergency Service Requests

You may submit a NON-EMERGENCY service request on line.

- Please enter as much detail as possible when submitting a maintenance issue. In most circumstances, your maintenance issues will usually be handled within 24 business hours.
- Please still call in your EMERGENCY requests as that will be resolved at a faster pace. After submitting any request please answer any phone call coming in (it may be from blocked or 1-800 numbers) so that you may answer a few necessary questions from our maintenance staff before they are able to come out.



Fannie Mae®

Personalized help for those impacted by

Fannie Mae's Disaster Response Network™ offers free support from HUD-approved housing advisors, including:

- Personalized recovery assessment and action plan.
- Assistance with filing claims (i.e., FEMA, insurance, and Small Business Administration [SBA]).
- Help working with your housing situation.
- Access to Clearpoint's* Project Porchlight Online tools and resources.
- Ongoing check-ins to help ensure a successful recovery.

CALL 877-833-1746

to reach the Disaster Response Network and work with Clearpoint's Project Porchlight advisors, who will connect you with the resources available to you.

Other Resources

People impacted by disaster may also receive help from:

- U.S. Department of Housing and Urban Development (HUD): **www.hud.gov**
- Federal Emergency Management Agency (FEMA): **www.disasterassistance.gov**
- American Red Cross: **1-800-733-2767**

WARNING: Avoid Scams

Scam artists offer fraudulent assistance to those affected by disasters. Always confirm the legitimacy of offers, never feel pressured to "take immediate action," and, remember, mortgage help is FREE.