June 18, 2020

Dear Residents

I hope everyone is doing well during these unprecedented times. I want you to know that our maintenance team has been working through the services requests and preventative maintenance that is required at our community and have been very appreciative of the outstanding cooperation and support they have received from all of our residents.

I also want to take the time to thank those that have been able to help those in our community that have had difficulties shopping for the necessities and making sure everyone is comfortable. It’s wonderful to see such a spirit of community in which you all are willing to help each other.

Now that our weather is warming and summer is beginning, we have been given guidance from Reopening New York that we will be opening our pool this Friday, June 19th.

We have rearranged our furniture on our pool deck in order to maintain a distance of six feet from other individuals. Anytime you are within six feet of another individual (unless members of the same household) you must wear an acceptable face covering.

Since we are required to limit the number of people in the pool/deck area to no more than ten (10) people at any one given time, it would be great if everyone limits their time during any one day. I am confident that everyone that wants to use the pool will understand that there may be others that want to use it as well. The bathrooms will still be unavailable and our clubhouse is still only open by appointment only as we continue to wait for approvals and guidance from “Reopening New York” to open up our fitness centers, business centers and any other common areas not already open.

In addition, for your convenience, we have also extended waiving fees for the month of July at the Zego/Paylease pay portal that you can access at our website (Riedman.com) under the “For Residents” tab at the very top. If you have any questions please feel free to contact me as I would look forward to hearing from you.

Let’s continue to work together to make our community a place that we’re proud to call our home!

Sincerely,

Resident Manager
June 2, 2020

Dear Residents

First and foremost, we sincerely hope you are safe in your home during this COVID-19 crisis. Next, we want to say “Thank You” for your role in the real estate industry. We hope you know that keeping a roof over your head is just as important to us as it is to you. It may be our livelihood, but it is your life and your home.

Everyone at Riedman Companies is working diligently behind the scenes to assure THAT you and your families are safe and comfortable in your community. We are all in this together and want you to know that the current crisis does not change our responsibility to you or your responsibility to us.

Our primary concern is if you or your family members are infected with this virus, now or in the future, we ask that you privately let us know (as well as your County Health Department) so that we can ALL plan for increased proper care and cleaning of the common areas. We will never reveal your identity, but we do want to do our part to keep our residents and staff safe.

A little over two weeks, our team began working on non-emergency service requests and will continue to do so. Your cooperation has been fantastic and we have appreciated your understanding.

Since we have now entered Phase 2 of Reopening New York, our offices will be open BY APPOINTMENT ONLY beginning with Monday, June 8th. You will be required to wear a mask whenever you are in our offices. We still want to encourage you to call or email to limit our social interactions. If you are able to Facetime, Skype or Zoom we would be happy to set up a time if you have a particular need to meet with us.

We will continue to wait for approvals and guidance from “Reopening New York” to open up our clubhouse, fitness centers, pools, business centers and any other common areas not already open.

Let’s work together to keep our community safe and healthy! If you have any questions please feel free to contact me as I would look forward to hearing from you.

Sincerely,

Resident Manager
May 15, 2020

To the Residents of Riedman Apartment Communities:

It’s hard to believe that it has been two (2) full months since we took swift & aggressive action at each of our communities to do our part to help stop the spread of COVID-19. Those actions included the closing of common community space, alternating shifts of our maintenance personnel, asking our administrative personnel to work remotely as much as feasible, and reducing our service requests to emergency repairs only. We felt it was necessary to take those steps to safeguard you, our employees, and the overall health of our community.

I am extremely proud of the dedication our team members have shown during this challenging time. I am also very grateful for the patience and understanding all of you, our residents, have extended to us.

While it was necessary to take those actions two (2) months ago, continuing them will only serve to undermine the very health we looked to protect. Shortly after taking the measures we took in mid-March, we began imagining and planning a responsible reopening of our communities.

Beginning the week of May 18, our maintenance staff will return to a normal full time work week. Repairs will be prioritized by season and by severity with consideration also given to aging. Our administrative team will be returning to the site as well. We remain cognizant of social distancing guidelines and, for those reasons, continue to discourage physically visiting our staff at the leasing office. We remain available by phone, email or other forms of digital communication.

In each new development we undertake, careful planning goes into the community development plan including the amenities that we offer. We pursue those initiatives with the intent to build a strong sense of community offering many types of areas both inside and out for residents to gather. For the time being, those initiatives have proven to be our enemy. We will continue to follow the directives of NY Forward which requires that we keep amenity space closed until a subsequent phase of the reopening. At this point, we are uncertain which phase of the reopening process will permit us to reopen the amenities and whether all fit into a certain phase or are opened in different phases. The reopening process has been clumsy at best. Rest assured that we are working tirelessly each day to gain the clarity that is necessary to put forth a thoughtful plan. We are as anxious to return to some level of normalcy as I’m sure all of you are.

In the meantime, please don’t hesitate to reach out to your Resident Manager with any questions or comments you may have. They will be happy to receive your questions. Please understand however, they may not have answers to all of your inquiries given the fluidity of the situation and their reliance on our senior management team to give them appropriate guidance.

Again, I want to thank you for your patience and understanding during this challenging time.

Warm Regards,

David J. Riedman
President & CEO
COVID-19

RIEDMAN’S COMMITMENT TO OUR RESIDENTS

This crisis is testing all of us. We know that many families are facing financial pressures as businesses have been forced to scale back or close. We’re committed to helping our residents during these trying times to ensure that no one loses the roof over their head if they’re financially impacted by this pandemic.

WE’RE HERE TO HELP

• If you have suffered financially because of the outbreak, please contact your Resident Manager. We are all in this together. We are committed to working with our residents and over the next 90 days we are willing to create payment plans, waive credit card fees and waive late fees for those directly impacted.

• In addition, we are putting rent increase freezes for all April, May and June renewals to help our residents weather the crisis.

• We also know that many of you are working from home. Please let us know if there is anything we can do to make this transition smoother.

RESOURCES

• We encourage you to identify resources offered by federal, state and local governments – as well as community organizations – to help you secure financial assistance, food and healthcare.

• To that end, the federal government is committed to providing significant resources to support those affected by the crisis. This includes an extension of unemployment benefits, direct payments to Americans and assistance to select industries to get people back to work. We hope that these support mechanisms will help make your household finances work.

• Helpful resources from the CDC can be found at https://www.cdc.gov/coronavirus/2019-ncov/index.html

It’s important to know that eviction moratoriums that have been put in place does not relieve residents of paying their rent or complying with their lease. Again, we are committed to helping those directly impacted by the pandemic. For those of you not financially impacted by the pandemic, it is critical that timely rent payments continue so we can continue to pay our employees, maintain the cleanliness and safety of our community and meet our other financial obligations like tax and insurance payments.

For now, we are heartened by the stories of neighbors helping one another – from grocery shopping to checking in on each other. Communities working together to stay safe is what will get us through this crisis, and we are here for you. The steps we’re taking will safeguard this community and we appreciate your willingness to help.

April 2, 2020
We know this is an unprecedented time of uncertainty and anxiety for our residents. We also know that many of
our residents are suffering from job losses, furloughs and reduced hours. Fortunately, there is help available.

Direct Payments

The federal government will be making one-time cash payments directly to our citizens. These payments should be
issued during the month of April either by check or direct deposit. How much will you receive?

- Individuals earning less than $75,000 will receive $1,200.
- Married couples earning less than $150,000 will receive $2,400.
- If you have children, you will receive $500 per child.
- Individuals earning more than $75,000 and less than $99,000 – and couples earning more than $150,000
  and less than $198,000 – are eligible for a lesser amount.

Enhanced Unemployment Benefits

If you have lost your job, you can apply for state unemployment benefits at https://labor.ny.gov/ui/cares-act.shtm

Congress is enhancing state unemployment to provide more income and to cover more people.

- Adds $600 per week for four months on top of state unemployment.
- Expands the program to include a number of workers not normally eligible to receive unemployment
  benefits. This includes:
  - Freelancers
  - Independent contractors/gig workers
  - Self-employed
  - Those with limited work history
  - Employees who are still employed, but whose hours have been reduced

It is important to apply as soon as possible. To help expedite aid, the federal government is funding the first week
of benefits to encourage states to waive traditional waiting periods, but it may still take a couple of weeks to be
processed.

We’re Here to Work with You

We understand there may be a delay in your ability to access these benefits. If that’s the case, please talk to us.

We’re all in this together and all deserve safe and clean housing. We are thankful for the hard work of our
employees in keeping our community operational and all they continue to do to prepare for and mitigate the
negative consequences of the COVID-19 pandemic. To that end, we rely on rental payments to pay those workers
and to cover our mortgage, utilities, maintenance and more.

If rental payments stop flowing, community stability and safety will be disrupted, just when peace of mind is most
needed. We remain heartened by the stories of neighbors helping one another. Communities working together to
stay safe is what will get us through this crisis, and we are here for you.

April 2, 2020
March 18, 2020

Dear Residents,

As a follow up from our prior communication, we continue to closely monitor developments as it relates to Coronavirus (COVID-19). As always, our goal is to provide support and ensure the health and well-being of our residents and employees. In doing so, we will be following the mandates required of us as outlined from national health organizations and from Federal and State Government.

To reduce contact, we are encouraging or enacting the following recommendations:

- Until further notice we are closing all amenity spaces including the clubhouse and the fitness center.
- Our office will remain operational, but please avoid visiting the clubhouse and instead use email, phone, our website at Riedman.com and ZEGO/Paylease to communicate with on-site management.
- Our maintenance staff will continue to complete emergency or high priority related work orders.
- Please alert our staff if you are sick prior to our entering your residence.
- Non-essential work orders may be determined to be handled at a later date
- We may be modifying our office hours. We will keep you posted if changes occur.

The CDC remains the best source of information and guidance. The CDC recommends the following public health response to prevent the spread of COVID-19:

- Avoid close contact.
  - Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
- Stay home when you are sick.
  - If possible, stay home from work, school, and errands when you are sick. This will help prevent spreading your illness to others.
- Cover your mouth and nose.
- Wash your hands often.

We will continue to monitor the situation. Let’s work together to keep our community safe and healthy! As always, if you have any questions or needs, please feel free to reach out to us.

Thank you,

Resident Manager