

CORONAVIRUS (COVID-19) STATEMENT ON PROPERTY OPERATIONS

We are all experiencing unprecedented times in the history of our country. Nationwide and local reactions to the CORONAVIRUS (COVID-19) are unfolding hourly. NAI Pleasant Valley Property Management is closely monitoring what is developing, and we are doing our best to work with our tenants who are also experiencing problems.

NAI in the spirit of continuing to provide you with effective services 24/7, during this tumultuous time, have taken the following steps effective immediately: implementation of our Crisis Management Plan; suspension of non-essential domestic and international travel, and restrictions on certain events. We also have initiated a seamless communications program to employees, service partners and other critical stakeholders, including tenants such as you.

The safety of our customers, our employees and vendors, as well as the people in the communities we serve has always been the bedrock of PVC's values and is now more important than ever before. To that end, PVC has implemented various measures to minimize risks and exposure. Including, but not limited to, asking our service partners to provide evidence that they have in place or are putting in place appropriate procedures that promote safety and mitigate risks of spreading the virus. This request is being made in order to understand the information and resources that can be provided to meet our tenants evolving needs during this time.

Your questions are best handled by the local health officials and the CDC. We are taking necessary precautions to ensure the safety of our tenants. We encourage you to visit the CDC website for updated information and safety precaution tips.

MAINTENANCE REQUESTS, LIMITING ACCESS, AND CLEANING:

Following guidance from state and federal government health officials, maintenance requests may be delayed, postponed. Maintenance personnel access for non-urgent or non-emergency calls may be delayed for completion for this reason; to limit contact. We ask for your patience for non-urgent service requests that do not impact life or safety.

Importantly, please contact service@naipvc.com if you have a service request. Also, email us if for some reason you have implemented different procedures, policies or protocols for your facilities or properties and the way in which you wish for PVC to service these locations. Our maintenance personnel in tenant-facing roles are taking appropriate preventative health measures, including proper and frequent handwashing. We also ask that if anyone in your organization is sick and you have a service request, please disclose the nature of the illness so that we can make the proper assessment on how to handle the service request, including whether to reschedule.

Where janitorial services are provided, we have augmented cleaning procedures and are supplementing with our maintenance staff, when available. We also ask that all tenants take steps to keep facilities clean and sanitized. This is a collective effort.

In summary, PVC is leveraging its technology to ensure that we are fully operational and prepared to meet your service needs.

Finally, we are stressing the importance of social distancing with all tenants and property management staff within all of our managed locations per the above. Please stay safe, take precautions and we wish you all the best during this difficult time for all of us and our country.