



4668 Noho Drive, Suite A, La Mesa, California 91941-5200

March 16, 2020

Dear Residents & Business Owners:

Our commercial tenants and residents, along with our employees and vendors remain our highest priority during the rapidly changing situation surrounding the novel coronavirus (COVID-19). We continue to monitor the posts from the CDC and recommendations from legal counsel as to how best navigate these difficult times.

Each of the buildings and communities that we work with are unique and we are working with the individual property owner(s) to address specific needs accordingly. For our commercial clients, vendor partners are also adjusting to these circumstances so their schedules may be different than normal.

For your convenience, our La Mesa office remains open at this time, but we are requesting that personal drop-ins be postponed. We do have a drop box at the front door, and you may drop payments or communications through the slot for comfort during social distancing measures. We also continue to receive phone calls and emails, so please use these methods as your primary means of communication and don't forget your Tenant Portal on Appfolio provides you with up to date information regarding your account and maintenance requests.

We will continue to address emergency repairs for weather related and plumbing matters upon receipt, with the help of our hard working vendors. Less urgent requests will be submitted for routine maintenance and addressed according to priority.

Please understand that our staff and families have been impacted by school closures and social isolation restrictions set by the government, just as your own families have been. Staff members may be working remotely or taking time off to address personal needs. We will continue to provide updates as appropriate. Be patient and be kind to one another. The shared experience will be remembered for many years to come.

From our crew here at The Helm and all of the Hensley Family, thank you for your support and stay well.

Sincerely,

Elizabeth C. Hensley  
President  
The Helm Management Co.



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