

# MURRAY

PROPERTIES L.L.C. 333 N. Phillips Ave \* Sioux Falls, SD 57104

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## **Subject: Message to our valued residential and commercial tenants re: COVID-19**

Good afternoon, as you are likely well-aware, our world is facing a pandemic in COVID-19. It's affecting our lives in ways many of us could have never imagined. We encourage you to visit the [CDC's website](https://www.cdc.gov) at [www.cdc.gov](http://www.cdc.gov) for the latest information.

Our number one priority at Murray Properties, LLC is the continued safety of our residents, tenants, employees and community. We are actively monitoring the COVID-19 situation, and in order to adequately protect the health and safety of our staff and tenants, we must make some adjustments to our operations. Here is how we are responding:

- **Office hours:**
  - Effective immediately, our on-site office at Country Meadows will be closed to in-person visits. However, we are still open and available at our main office (333 N. Phillips Avenue) to support you and answer your questions. Our phones will still be answered during business hours, and our property management staff is available via phone. Our emergency number will also continue to be staffed after hours. Finally, we are very willing to set up an online meeting if you would prefer to have a face to face conversation.
- **Additional cleaning:**
  - Our residential and commercial properties with common areas – the common areas are routinely cleaned twice per week. In addition to the regular cleaning, additional sanitizing and cleaning will be completed by contract cleaners in common areas in between routine cleanings. Murray Properties staff will also conduct additional cleaning as needed. As always, Tenants continue to be responsible for, and are strongly encouraged to regularly clean their own homes and businesses. Please visit the [CDC's website](https://www.cdc.gov) for recommended cleaning practices.
- **Maintenance staff:**

- We continue to be available to respond to work order/maintenance requests. Prior to entering any property to respond to a work order/service request, our staff will ask screening questions regarding sickness. Unless it is an emergency, to protect our maintenance staff and other residents and tenants, we will not be entering locations where a resident or tenant is ill or has recently been ill. If you are ill and need assistance, we will work with area medical experts on how to best respond to assist you.
- **Rent payments:**
  - Please utilize our online rent payment system if possible, for upcoming April rents. If you are not already set up for online payments, please contact your property manager or call our offices at **605-339-2978**, and we will help you. If you cannot pay online, please mail your rent payment to our office: Murray Properties, LLC, 333 N. Phillips Avenue, Sioux Falls, SD 57104 or contact your property manager for options.

Please stay safe during this uncertain time and contact us at any time if you have specific questions.

Sincerely,

Your Murray Properties Management Team

Murray Properties, LLC  
333 N. Phillips Avenue  
Sioux Falls, SD, 57104  
605-339-2978