



Dear LSR Multifamily Customer,

Amid ongoing concern about the Coronavirus (COVID-19), we at LSR Multifamily want to communicate that the health and safety of our customers and employees are today and have always been, our top priority. We understand the impact that this is having on our community and want to ensure everyone that we are taking proactive steps to help promote safe environments for our customers, their residents and our employees.

First and foremost, we will continue to be guided by recommendations from the CDC and our local public health agencies. With those recommendations in mind, we are taking the following precautionary measures:

- Text, telephone and email will be the primary means of communicating with our customers.
- Employees are being instructed to practice social distancing while on any property and limit interaction to only what it is required to perform their duties.
- Employees are being instructed on how to keep themselves and others safe from transmission.
- Requiring our employees to stay home with any presenting symptoms and seek direction from a healthcare provider.
- Stay abreast of COVID-19 developments and follow recommendations of health authorities.

We realize that with increased presence on your properties your need for property maintenance services will not go away. We at LSR are here to help keep your residents safe, dry and happy. We are also aware that many of our customers have access restrictions to their offices. If you should need any of our services during this time, we have several ways we can be contacted:

- **Customer Service 24/7 Rapid Response Line: 866.903.5898**
- **Text to customerservice@lsrusa.com or 469.659.8878.**
- **When texting or emailing, we are asking for pictures of the work you need done as well as a brief description (Roof Leaks, Gate Latches, Stair Treads, Vandalism, Trip Hazards etc). Sending a floorplan and/or property map with the unit numbers and locations of issues will also help to maintain social distancing and speed up our ability to service your residents and properties. Once received, we will follow up with the property with a phone call to communicate scheduling.**
- **Contact us via the web at <https://lsrusa.com/lets-get-started-1>.**

Next, we are praying for our communities, our country and our World and encourage you to do the same. Our hearts go out to those that have been and will be affected by this unprecedented event.

Last, we recognize these are unsettling times and whether you have a need for our services now or in the future, LSR Multifamily will be here to meet the needs of our customers and their residents.