

March 23, 2020

Dear Valued Resident,

We wanted to update growing concerns over COVID-19 (coronavirus). The comfort and safety of all Lester Properties residents and staff remain our number one priority. We understand that this threat may cause some stress and feelings of uncertainty, therefore our team wanted to provide you continued updates.

Office: Until further notice, we are no longer allowing in person visits to the office. Like all other businesses, we are promoting social distancing to keep our residents and staff healthy. Our staff are currently work and you may reach them by phone between 8 am-5 pm at 276-632-2195 or you may email Linda Duke at lduke@lestergroup.com.

Rent: The preferred method of rental payments is via the online portal, which you may set up by contacting Brenda Deal at 276-656-3238 or bdeal@lestergroup.com. Alternatively, you can mail your rent check to our office at PO Box 4991, Martinsville, VA 24115. We will be installing a rent drop box at our main office outside the door. Again, NO cash payments accepted until further notice.

Maintenance: Maintenance requests can still be submitted by calling Linda Duke (276) 656-3260 or email lduke@lestergroup.com. If after-hours business hours, please call our emergency number at 276-656-3230. At this time, for the safety of our staff and residents we are asking you to focus solely on emergency items (life safety, water intrusion, non-working refrigerator, stove or HVAC system, clogged toilet-only if there is only 1 in unit, etc.). All our maintenance personnel are equipped with the necessary items to keep their hands clean and sanitized. We also ask that when they do enter your home, you maintain a minimum of 6 feet distance from them at all times. If you or a member of your family are sick with any illness, we ask that you notify us in advance so we can address the best way to handle responding to your maintenance request.

Until further notice, non-emergency maintenance items will be postponed for the next few weeks until we can reassess the situation. Please continue to report non-emergency issues so they can be placed on a list.

From all of us at Lester Properties, we appreciate your cooperation and understanding during this stressful time. Our number one priority is keeping our tenants safe and healthy. Should circumstances change over the coming days and weeks, our policies will adjust accordingly and promptly be communicated to you. Until then, be safe!

Sincere Regards,

Donna Morrison
Vice President