



PO Box 473
Racine, OH 45771
740-992-0059

Covid-19 Update

Dear Residents,

We at RPG hope that you and your family are staying healthy. We wanted to touch base again as there have been recent updates and new decisions have been made regarding the measures we are taking as a company to do our part in preventing the spread of COVID-19 (coronavirus). We prioritize the health and safety of our residents and team members therefore we are doing what we can to prevent further spread of the illness.

We have been taking extra measures, including frequent sanitation of common areas of the buildings to help keep our residents and communities safe. We are also inquiring if residents have any signs of illness prior to entering resident's homes. We are requiring all team members to take their temperature as well as evaluating their health daily and not come to work if feeling ill or have an elevated temperature. Although we have been doing all of these things, after speaking with the health department we realized it is necessary to do more to help prevent the virus spread.

In order to comply with their recommendations, we are going to close the offices to resident's entry and are asking all residents to contact our property managers either via the telephone or email (contact info below). Please make rental payments via the mail, drop box (no cash), over the phone, or via the online portal at rpgmanage.com -->Resident Login (click sign up at the bottom of the login screen if it is your first time logging in). Please also call, email, or submit inquiries or work orders online (rpgmanage.com) rather than visit the office. Change to take affect Monday 3-23-20.

We have also decided to postpone all work orders that are non-emergent for the safety of all residents and our maintenance team members. Emergent work orders would include anything that is damaging the property or is an immediate risk to the health of the members in the household. Change to take affect Monday 3-23-20.

We also understand that some of our resident's jobs have been affected due to the coronavirus. If your job has been affected, please contact your state **unemployment office**. See the links and phone numbers to the individual state unemployment offices below.

Ohio- 1-800-686-1556 <https://unemployment.ohio.gov/>
West Virginia- 1-800-252-5627 <https://workforcewv.org/unemployment>

211 is another resource that helps people get connected to local resources available to help with things such as paying rent, paying utility bills or obtaining food. The web address is 211.org, you can text your zip code to 898-211 to be connected to an agent, or call one of these numbers depending on your state of residence:

Ohio: 1-800-544-1691

West Virginia: 1-833-848-9905

We know the coronavirus is causing great concern for every single person in this country and we want you to know that we are doing everything we can to protect our residents and team members. Governmental and state recommendations are changing daily, and we will adjust our position accordingly. *Thank you for choosing to reside in a property managed by RPG. We greatly appreciate you! We are very hopeful that things get back to normal quickly and we promise that as soon as it is safe for us to return to business as usual, we will do so.*

Sincerely,

RPG Management
P.O. Box 473
Racine, OH 45771
740-992-0059
info@rpgmanage.com

Lakeview Office
304-422-8433
kmiller@rpgmanage.com