



# Molloy

**Real Estate Services**  
[www.molloyres.com](http://www.molloyres.com)

Est. 1962 • DRE #00921008

March 19, 2020

MESSAGE TO OUR PROPERTY MANAGEMENT CLIENTS, HOA ASSOCIATIONS, and TENANTS:

Obviously – our world has changed in the past few weeks. Because of the CDC recommendations - as with many businesses during this Coronavirus (COVID-19) Outbreak – we will be primarily tele-commuting and not having regular office hours as of Friday, March 20<sup>th</sup> – through April 3<sup>rd</sup> – at a minimum - in order to limit our personal contact with others and trying to conform to the social distancing that is being recommended. We will be available by appointment and via email during normal business hours.

**EMAIL will be the best way to communicate with us during this time.**

Your Rent and/or HOA Payments can still be paid online at [www.molloyres.com](http://www.molloyres.com) or through the mail slot in the door 24/7 or via US Mail as usual. If you are unable to meet your rent or hoa obligations at this time due to the effects of the outbreak on your family – please email [tica@molloyres.com](mailto:tica@molloyres.com) to see what arrangements can be made. Please see a further explanation to tenants specifically explaining any rent deferments.

Emergency repairs after hours should still be communicated via the pager – 310-389-8119 --- For regular repairs during the business day – still TEXT or CALL Jess' Cell phone 310-699-3199. Please know that many of our vendors have also been affected so non-emergency repairs may take a little longer to be handled, plus Jess' sons are out of school and "home-schooling" as so many others....but we are all in this together and doing our best! Your patience is most appreciated during this time.

#### **SPECIAL INSTRUCTIONS FOR OUR TENANTS ABOUT RENT PAYMENT:**

We are all being affected by this situation and are monitoring the news and daily updates, just as you are. Business closures are affecting all of us in so many ways. If you have been directly affected by the current crisis (i.e. lost your job, have fewer hours, or a family member or you are ill with the coronavirus) and anticipate difficulty in paying your rent - we will not discuss your personal situation with you over the phone. We represent many different owners and have not adopted a "blanket policy." Your situation will be discussed confidentially with the owner of the property where you rent.

Please note the following:

- 1) Submit your request in writing. You can email your request to [tica@molloyres.com](mailto:tica@molloyres.com) or send via US Mail or put through the mail slot in our front door at the office;
- 2) Explain the nature of your situation and provide any supporting documentation;
- 3) Estimate how much of your rent you are able to pay; and,
- 4) Confirm that you understand that you will still owe the rent balance and you will have six months from the "end of the crisis" in which to repay your outstanding balance in full;
- 5) No late charges will be charged for those with verified need during the crisis period; and,
- 6) No evictions will be filed for those with verified need during the crisis period.

Thank you, look out for neighbors who may need help, and please, we hope you and your family stay healthy!  
Stay informed by visiting the Centers for Disease Control and Prevention CDC website.

#### **Molloy Real Estate Services Staff:**

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