

TUDOR REALTY SERVICES CORP.

MEMORANDUM

TO: All Residents in TRS Managed Properties

FROM: Tudor Realty Services Corp.

DATE: March 18, 2020

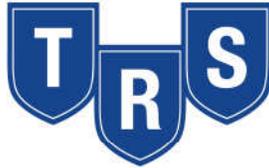
RE: Update From Tudor Realty Services Corp.

We are writing to provide important updates. This information was prepared based on information as of March 17, 2020 at 9:00am. Please keep in mind that the situation with Coronavirus is rapidly developing so of course, this information is subject to change at any time with no notice. Please continue to monitor information and updates provided by government authorities, including the CDC, New York State and New York City Department of Health.

First, as you are likely aware, as of Monday (3/16/20), the President, Governor of NY and NYC Department of Health all issued updated guidance, which can be found:

- Guidance from the President of the United States: https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf
- NY State: <https://health.ny.gov/diseases/communicable/coronavirus/>
- NYC Department of Health: <https://www1.nyc.gov/site/doh/health/health-topics/coronavirus.page>

Second, we are writing to assure you that all of us here at Tudor Realty are continuing to operate through this unprecedented situation. As this situation has developed, we have been working in close contact with your board and your building staff to plan and work together to determine how to proceed.



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As every building is different, there is no “one size fits all” approach here. Our property managers are in contact with your board and with your building staff to work on particular policies for your building and emergency preparedness. Topics being discussed, if not already decided and/or implemented, include: possible closure of amenity spaces such as residential gyms, playrooms, and community rooms; guidance to staff and residents about “social distancing”, decision about building laundry rooms, status of building supplies and necessities, suspension of non-emergency type work orders within apartments, planning for possibility of reduced staff and the need for resident volunteers for essential services to the extent staff members are unable to come to work; building security, delivery policies, policies for alterations and other projects, policies for showing apartments for sale or rent, discussing under what circumstances the building should consider special cleaning by an outside service, and resident communication.

In addition to above, we are of course continuing to monitor updated information and guidance from Federal, State and local officials. We heard in Tuesday’s 3/17/20 briefing (yesterday) from the Mayor of NYC that New York City, in discussions and coordination with New York State, are considering a “shelter in place” order and the Mayor said that they will likely be making a decision on that within 24 to 48 hours (from yesterday).

Our property managers are working with your board and building staff to discuss the above and will be in touch with updates. As you can see, there are a number of issues to discuss and take into consideration as we all work together through this unprecedented situation.

Our priority is working to ensure everybody’s health and safety while also being in a position to continue to provide service to all of our buildings, clients and residents that have entrusted us to manage their properties.



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In order to align with Coronavirus (COVID-19) containment efforts that have been announced by numerous government agencies, we have elected to have our office staff work remotely for now. While our main office is closed at this time, of course we will be evaluating this on a day to day basis and this can change at any time.

Our website has been updated to include updates and additional information about changes while we work remote. We encourage you to check our website for updates by visiting www.TudorRealty.com/coronavirus

While our main office is closed and we are working remotely, should you need to reach us, you can either contact your property manager by email or you can call 212-557-3600 to leave a message and someone will get back to you.

Thank you for your attention to this. As this is rapidly developing, please stay tuned for further updates and announcements. Of course, do not hesitate to contact your property manager should you have any questions. Thank you.