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A Letter From The Owners Concerning The Coronavirus Pandemic

Dear VIP Management and MMVSC Properties Family Members,

In light of the Coronavirus pandemic, we are concerned for your well-being and looking for ways to assist you and your family during this uncertain time. The COVID-19 pandemic is an evolving situation and we want to assure our residential families that the health and safety of you and our staff are the highest priority.

It is out of an abundance of caution; there has been no identified risk. We would rather focus on your health safety as well as our staff. We will continue to make decisions based on science and the recommended guidance provided by the Center for Disease Control and our local health department.

Here is how we are acting on that guidance right now:

- VIP Management and MMVSC Properties are suspending remodels and repairs on Non-Emergency Requests for the next 30 days. All complaints currently on the list for repairs will be handled during the next two weeks.
- Until future notice we will only be taking appointments in the office on Thursdays we will also be providing phone numbers that you can call or leave a text if you need to address an issue.
- We will continue the Pest Control for the next few weeks. This is a health issue and has the highest priority
- We are recommending that residents who have symptoms stay home and inform the authorities immediately. We have to ensure safety and well being of other tenants, our staff and contractors.

- We will not be adding late fees to accounts for April 2020 period but the resident must contact us in writing with hardship of payment.

Also, because we understand that these times may cause a financial burden on our families we are including info for Financial and Food Assistance below.

- **UNITED WAY COMMUNITY ECONOMIC RELIEF FUNDS**
1-866-892-9211 WWW.211.ORG
- **DUKE ENERGY 1-800-777-9898** WWW.DUKE-ENERGY.COM
- **GREENVILLE COUNTY DSS** <https://scmapp.sc.gov/>
- **SCHOOL MEALS FOR STUDENTS**
<https://greenvillejournal.com/eat-drink/local-restaurants-offer-free-meals-to-kids-out-of-school/>
- **FOOD FOR THE ELDERLY AND DISABLE**
<https://mealsonwheelsgreenville.org>
- **CITY OF MAULDIN HELP LIST**
<https://cityofmauldin.com/tools-for-residents/>

Should you require help in correspondence with any of the above authorities, we can help you help you on Thursdays. We DO observe social distancing of 6 ft and please make sure you will make an appointment.

The staff at VIP Management, Inc. and MMVSC Properties, LLC hope that this information will be of assistance to you during this trying time.

Thank you for your understanding as we continue to make adjustments to continue to provide a safe living and working environment for us in the VIP Management, Inc family. We look forward to seeing you again, soon.

If you have any questions or concerns please feel free to call or email the office.

Stay Safe

