

March 18, 2020

Dear Homeowners and Tenants,

With the current topic of COVID-19, Louie Properties is taking the following steps to help prevent the further spread of the virus. At this time, we will continue operating during our normal business hours Mon-Fri 9am-5pm. We, however, are not offering walk-in services at this time. Thank you for assisting us in taking all necessary precautions. As some of our employees will work remotely, we are asking the following when it comes to any requests:

ALL PAYMENTS:

1. **Louie Properties will not be taking cash payments at this time.** Please see below for a list of locations nearby our office where you may obtain a cashier's check and/or money order:
 - US Postal Service Office: 5940 Oak Ave, Temple City
 - Ralphs: 9470 Las Tunas Dr, Temple City
 - Rite Aid (Western Union): 9450 Las Tunas Dr, Temple City

2. Please place your payment checks or money orders in an envelope and mail to our office or drop through the mail slot in the front door:
Please be certain your name, address, and unit number is clear.

3. If you do not have an urgent need, **please email us**. Please note that emails may take a little longer during this time. Please allow 24-48 hours for a response:
 - Leasing: **Eric Yew** - LouieProperties@gmail.com
 - Maintenance: **Cheryl Roach** - CLRoach5@gmail.com
 - Accounts Payable: **Daniel Chan** - DZChan@gmail.com
 - Accounting - Apartments: **Bonnie Tam** - Bonnie.Tam.LP@gmail.com
 - Accounting - Commercial, HOA & Single Units: **Ching Louie** - ChingLouie@gmail.com
 - Property Management: **Ching Louie** - ChingLouie@gmail.com

4. **If you have an emergency, please call (626)-214-8138. Emergencies are stuck garage gates, elevator entrapments or failures, plumbing backups. For fire please call 911. For all other matters please use our general line (626) 291-5555.**

Louie Properties will continue to evaluate this matter to take measures as this situation changes.

Sincerely,

Louie Properties, Inc