



**DNI Properties, Inc.**

*"Experience Leading Your Way"*

March 26, 2020

Dear Homeowner,

I wanted to personally assure you that at my lead, DNI's executive management team is closely monitoring the COVID-19 outbreak and taking steps to ensure that the essential services that we provide your community continue without interruption throughout this crisis.

Out of an abundance of caution, I approved several operational changes over the past days and weeks to protect the health and welfare of our employees, board members and the homeowners we serve.

As a temporary precaution, DNI's office is no longer accepting visitors, however, we have our coordinators and accounting representatives working varying split shifts from 6am to 11pm and we are answering phones from 8:30am to 5:00pm, Monday through Friday.

During this crisis, we are requesting that when possible, you use email to contact our staff. For your convenience, I've listed the email addresses for your management team at the bottom of this letter.

DNI's Community Managers are now working from home offices, where they will continue to respond to phone calls and emails; provide support to board members and homeowners; and manage vendors and projects.

DNI's investments in technology and equipment have allowed us to make this transition seamlessly with our managers and remote staff having access to all the same software, systems and documents from home as they do in the office.

With the issuance of multiple states of emergencies by local governments in this region, I am instructing Community Managers to temporarily postpone all non-essential community visits.

The DNI executive management team has been tasked with the oversight of our current operations while continuing to prepare for additional changes if conditions warrant them in the days and weeks to come. I am provided daily updates so that adjustments can be made if needed and decisions can be made promptly.

I remain confident in the resiliency of my staff, our board members and the homeowners we serve. I also firmly believe that we will persevere and come through this a stronger, wiser community.

Sincerely,

A handwritten signature in blue ink that reads "Doug Gardner".

Doug Gardner, CEO  
DNI Properties, Inc.