[DATE], 2020

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| [TENANT NAME]  [TENANT ADDRESS] |  |

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|  | Re: | Rent for Unit No. \_\_\_ |

Dear [TENANT NAMES]:

Thank you for contacting us to discuss your request for a temporary reduction in rent due to the COVID-19 pandemic. We have reviewed your request for a temporary rent reduction and the information you provided does not sufficiently support your request.

Please keep in mind that we are not obligated to reduce rent. However, if you can demonstrate that you are having difficulty meeting your full rent obligations as a result of the current COVID-19 emergency, we may be able to agree to defer collection of a portion of the rent for your premises until after the COVID-19 emergency has ended.

In order for us to properly consider your request, you will need to establish that the reason rent cannot be paid is due to a circumstance related to the current COVID-19 pandemic. Such circumstances would include, for example, loss of income due to a COVID-19 related workplace closure, child care expenditures due to school closures, health care expenses related to being ill with COVID-19 or caring for a member of your household who is ill with COVID-19.

If you believe we have denied your request in error, please let us know and point us to the information that establishes the impact the COVID-19 crisis is having on your ability to pay rent so that we can reconsider your request.

We hope you and your family stay safe and healthy during this unprecedented time. We appreciate your tenancy and look forward to working with you so that we can all get through this crisis and move forward towards a brighter future.

Sincerely,