



A MESSAGE FROM VGL's CEO

Valued Unit Owners, Associations and Friends,

At the outset, I want you to know that, despite the current health crisis, VGL is open and available for your needs, particularly those of an emergency nature. Governor DeWine has designated our industry as an essential service provider so we are fully staffed and ready to help. **Safety** and **Service** are our paramount concerns. To ensure your safety and that of our staff, we have implemented certain modifications and limitations to our services in order to support the current fight against the virus.

Our VGL Portfolio Managers are currently working remotely from home but are available by phone, email or through www.vgltd.com. Thanks to recently updated technology, they have full access to our central office information systems. Our accounting unit is also fully operational.

Consistent with social distancing, our central office is open to outside visitors by **appointment only**. Masks are required. Portfolio Managers are now able to physically attend Board Meetings and/or Annual Meetings where social distancing is observed and masks are required.

VGL's Emergency Maintenance and Repair is operational and unaffected by the current crisis. All VGL Maintenance Staff is equipped with protective gear including gloves and masks. Emergency Maintenance Services continue to be available through our website. Simply click on "Resident Services" on the Home Page and then click on "Emergency Maintenance Request" in the dropdown menu.

Except for emergencies, VGL Maintenance Techs are not currently performing interior maintenance and repair services. Outside maintenance and repair continues to be available subject to social distancing and other necessary precautions.

Please direct any questions you may have directly to your Portfolio Manager. During these challenging times, I want you to know that we are all in this together. We are Next Level Property Management and at your service.

Stay Safe,

A handwritten signature in black ink that reads "Michael Hitsman". The signature is written in a cursive style.

Michael R. Hitsman
President/CEO