



957 N Perry St Pontiac, MI 48340  
(248) 858-9680

Dear Cornerstone Resident,

3/13/2020

In response to recent local, state, and federal government guidelines we have created a Business Continuity Plan for COVID-19, also known as Coronavirus and would like to share how we are doing our best to keep business as usual, while doing our best to ensure that all residents have peace of mind.

Please read below carefully:

**Leasing Office:**

- **Rent payments will no longer be accepted in person.** Rent payments can be made:
  1. Online through the Website Portal at [rentpontiac.com](http://rentpontiac.com) (if you do not have an account, we can set up your account.)
  2. Credit Card Payments will be accepted over the phone
  3. All Money Order and Checks must be dropped off in the rent box.
- **All work orders must be made over the phone, online, or via text message** to Cornerstone Townhomes. Receipts for these payments will be mailed to your resident address via USPS within 7-10 business days.
- Any other requests or complaints can be submitted via email: [leasing@cstmgmt.com](mailto:leasing@cstmgmt.com), [vicky@cstmgmt.com](mailto:vicky@cstmgmt.com), via text message if you have enabled this, via the online website portal, over the phone (248) 858-9680, or via fax (248) 858-9808.

**Maintenance:**

- All maintenance will proceed as usual, however we ask that residents respect the following guidelines:
- Please make all work order requests over the phone, email, website, fax, or text message.
- **We ask that tenants leave their units during the duration of the work order being completed.**
- If you cannot leave your unit for any reason, please keep a minimum of 10 feet distance between yourself and the maintenance personnel.



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- If you or anyone in your unit has flu-like symptoms, please let us know when you call to request a work order.

**What are some guidelines for residents?**

Please refer yourselves to the [michigan.gov/coronavirus](https://michigan.gov/coronavirus) website, and take a look at the tips and tricks that they offer for all people in the State of Michigan.

Remember that the most effective prevention tool is to wash your hands with soap and water for 20 seconds, to cover your mouth when you cough, and to maintain at least six feet of distance when out in public.

These measures will remain in effect until further notice, until then, we thank you for your patience and forbearance.

Best regards,

Upper Management  
**Cornerstone Properties Co. Inc.**