



Oishi's

Property Management

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March 27, 2020

RE: COVID-19

Dear Owner,

I would like to take this opportunity to thank you for entrusting us with your investment property and to address some concerns regarding COVID-19. We are in unprecedented times and uncharted waters. Property management is considered as an “essential” business, as it should be. We are operating as normally as possible under these challenging circumstances while taking every precautionary measure possible.

Office

Our public hours have been shortened to 9:30am to 2:30pm, Monday through Friday.

Entry to our office is by appointment only.

Our staff hours are 9:00am to 4:00pm. Our entire staff is committed to serve you. You can expect the same service even though our hours have been shortened.

Communication/Website

As the current situation involving the coronavirus is fluid and changing, we will post notices on our website and will continue this practice: Our website address is OISHIS.NET.

Rents

Unless directed otherwise by decree, the terms of the rental agreement remain in effect with the exception that any evictions “are postponed until after April 30, 2020.” We will continue to follow our procedures in collecting rents knowing that you are dependent on your net rental proceeds. However, be prepared for delays, deferments, and/or extensions should there be official directives or depending on the circumstances of the tenant.

Mortgages Relief – Link to an article from our Las Vegas office

https://www.reviewjournal.com/business/banks-reaching-out-to-help-customers-with-mortgages-loans-1991103/?utm_source=onesignal&utm_medium=push_notification

Work Orders/Contacting us

We are directing tenants to go to our website to request work orders or to contact us. If their request is properly filled out, an acknowledgement of receipt is sent immediately. Our confirmation work order with the assigned vendor’s information is emailed within 4 business hours to the tenant.

Outside Appointments

We are still doing outside appointments, as it is essential and important to you, tenants and prospects.

- A. Showing Vacant properties.
- B. Doing Moveout inspections.

- C. Doing Property Evaluations – if deemed necessary based on review of tenant and property information available.

Sanitary Measures

Staff/Office

1. Temperatures of our staff are taken and recorded at the start of each day.
2. Our staff is required to wear masks, with gauze for additional protection, throughout the day
3. We sanitize our office at the start of the day and after lunch by wiping down all exposed areas with a cleaner that has bleach.
4. Anyone entering who has an appointment is asked to sanitize their hands using our sanitizing dispenser.
5. We will be using disposable gloves once they arrive in mid April.

Outside appointments

1. When in contact with others – our staff will direct them to sanitize their hands (wet towel dispenser) and remind them about social distancing.
2. Move outs
 - a. We have added to our cleaning checklist for our cleaners to sanitize frequently touch areas.
 - b. Done without the tenants' being present.
 - i. After a “vacancy period” of 24 hours.
 - ii. Inspected after the property has been cleaned and disinfected by the cleaners.

Vendors

1. Our vendors are also listed as “essential services.”
2. They are available to do work and have been advised to institute strict protective procedures for their well being, as well as for our tenants.

Rest assured we will get through this crisis together. We continually train and improve our processes in our daily morning meetings so you can expect the same high level of service from our team. If any of your concerns are not addressed in a satisfactory and/or timely manner, please contact me directly.

Stay safe and be well.



L. K. Oishi
President