Dear Customer {OR personalize with name},

We have closed our office temporarily due to the COVID-19 virus.

During this interim period, you may continue to make rent payments automatically via credit card if a card is on file, or you may mail payments to: [FULL MAILING ADDRESS, INCLUDING STREET ADDRESS, CITY, STATE AND ZIP].

[INCLUDE THIS NEXT STATEMENT ONLY IF YOU HAVE A DROPBOX THAT WILL BE ACCESSIBLE. ] You may also drop payment in the normal drop box, located at [SPECIFY SPECIFIC LOCATION].

[INCLUDE THIS NEXT STATEMENT ONLY IF YOU HAVE A WAY FOR CUSTOMER TO PAY ONLINE.] Additionally, you may pay online or set up recurring payments at [WEBSITE URL, WITH SPECIFIC INSTRUCTIONS ON HOW TO PAY].

We know that your property is very important to you and appreciate you as a customer.  When this crisis is over, we will notify you about office hours resuming.

We truly hope that you and all who are dear to you remain safe and we look forward to continuing our business relationship for years to come.

Sincerely,

[owner name and/or manager name]

[working phone number]

[website, if applicable]