Dear Customer {OR personalize with name},

During this trying time, we wanted to reach out to let you know that, though our office remains open at this time, we are actively monitoring the COVID-19 situation and government mandates regarding non-essential businesses, should it come to that.

Our manager is in the office during regular office hours, but we are observing recommended social distancing procedures and ask that if possible, you not come into the office.  The health and safety of our customers and employees is a top priority.

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 we deeply appreciate you as a customer.

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]