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May 20th, 2020

Dear Neighbor,

It has been a month since I have reached out to you, and while every day may have looked the same since then, the world has continued to find different ways to move on from the introduction of COVID-19 in our lives. The good news is that in this month we now have over 100 trials of vaccines in the works, the overflow of hospitals and the medical system has been avoided due to the responsible actions of people like you, and our country is now producing a large and growing number of PPE, tests and other preventive measures to keep us safe.

While we work to discover our “new normal”, we don’t want to forget the things that make our community special. Our neighborhoods are made up of our homes, our schools, our parks and our shops. As time goes on, the importance of each of these standards grows in our lives.

We are committed to doing our part on behalf of our merchants, their employees and our team to make sure our centers remain a centerpiece of your community. So, as many of our businesses re-open, we hope you will come by, visit them and welcome them back. It has been a tough few months, and many of our businesses have invested their life savings in serving you.

We are taking steps to make sure your shopping experience is amazing:

- We are setting up places for you to park and have curb side delivery. You will see color coded parking spaces with numbers. You may call your favorite merchant and have them bring goods directly to your car.
- We are adding hand sanitizing stations throughout our centers so you can clean your hands before and after touching various surfaces.
- We are increasing our janitorial and cleaning services to ensure we have a very high level of cleanliness throughout our centers.
- We have identified and are marking areas for proper social spacing so distancing guidelines can be observed.
- We have a large supply of masks and other products to ensure our tenants, their employees and our security, landscapers and day porters all have appropriate safety equipment.

Please visit your business neighbors and support our small businesses. The fabric of our communities is made up of these small businesses. These are where memories are made, where our neighbors got their first job and built their careers, and where you can have that special meal, outfit, experience and exercise. Please support these incredible heroes, welcome them back and help them work through this new experience of functioning safely in the middle of a pandemic.

We all want to get through this safely, let’s make sure our community comes through this intact and our businesses survive and thrive and that when this is over, the fabric of our neighborhood is even stronger and more connected.

Thank you and if there is anything I can do to make your experience better, please let me know.

Sincerely,

Sanford D. Sigal
President and Chief Executive Officer