

Re: Asset Management Paperless Effective January 1, 2021

Dear Owners and Management Agents:

In order to improve our remote work procedures due to the COVID-19 pandemic and to contribute to a cleaner environment, the MassHousing Asset Management Department will go paperless effective January 1, 2021. Please note that communication by telephone will not be affected by this change.

As you know, we have effectively worked remotely since March 16, 2020 due to the pandemic. With this configuration we are unable to expeditiously reroute your mail sent to us via the U.S. Postal Service. Accordingly, use of electronic correspondence will help us continue to provide the fast and efficient service you deserve and expect. Examples of areas where we know this method delivers immediate positive impact include: replacement reserve reimbursements, Asset Management and Management and Occupancy Review responses, and the submission of Audited Financial Statements- in PDF format. To the many of you already corresponding with us electronically, thank you so much for being proactive.

Below are email addresses for dedicated mailboxes that we have set up for a select number of tasks. All other mail must be sent to Asset Management staff using their direct email address.

- AMR Responses: amrresponse@masshousing.com
- MOR Responses: morresponse@masshousing.com
- Replacement Reserve Requests: ReplacementReserveMailbox@MassHousing.com
- Audited Financial Statements: fstatements@masshousing.com.
- Dividend Distribution Requests: fstatements@masshousing.com

Please note that the mailboxes above are for Asset Management tasks only. Both Subsidy Administration and Quality Assurance will be sending out separate emails identifying the mailboxes to use for the tasks they oversee.

As always, our goal is to provide quality customer service and address your needs expeditiously.

If you have any questions regarding this change, please contact Anne Marie MacPherson at amacpherson@masshousing.com.