

July 16, 2024

Dear Residents,

Thank you for your patience as we review concerns that have been raised and evaluate our building and campus-wide policies. Your experience is our priority, we value your opinions, and are always open to ways we can improve our service offering. Although our ongoing evaluation means we do not have every answer for you today, we wanted to provide you with an update and assure you we are working on these items.

### **Fair Housing**

Brookfield Properties takes the matter of Fair Housing very seriously, and we consistently make sure to adhere to all relevant local and federal laws and regulations. We always welcome anyone within our community regardless of source of income, and residents choose their apartments. However, residents who obtain housing through a District of Columbia Housing Authority program are restricted to units that have been approved by DCHA to participate in the program.

### **Lobby Attendants and Packages**

As we communicated previously, we have introduced new front-door access technology through Butterfly MX that enables you to grant access to guests and food deliveries with your phone. This change coincides with the removal of dedicated lobby attendants at Foundry Lofts and Guild. The Butterfly MX system is complemented with new Resident Services associates that visit Foundry Lofts and Guild and instruct carriers and manage package handling during office hours.

Unfortunately, during this transition, we know the operations around how you receive packages has not gone smoothly. While we anticipated it would take some time for our residents and third-party package carriers to become accustomed to the new system, we are not satisfied with how things have transpired and your experience during this time. Accordingly, we are evaluating how best to improve this process.

### **Utilities and Billing**

The upgrade and standardization of our utility services has resulted in changes to how and for what you are billed. Our aim is always to provide you with leading service providers and have you pay for those services in a fair and appropriate manner consistent with other similar residential buildings across the District and country. We know the communication around these changes was inadequate, and that is something we are working to avoid in the future. While we believe you are being billed appropriately, we are reviewing it in detail to make absolutely sure this is the case. We have also asked Metergy (water) and Conservice (energy) to help answer your questions, and we hope to have follow-up communications on those items shortly.

### **Apartment-specific Concerns**

Some people raised concerns specific to their individual apartments. We believe at this point we have spoken to each of you, and we are working to resolve your requests. If we have missed anyone, please contact our office as soon as possible. Please use [TheYards@bpapartments.com](mailto:TheYards@bpapartments.com) to reach our GM or AGM and someone will contact you. Please include a phone number if you want to speak with someone.

### **Communication and Responsiveness**

Clear and transparent communication between us and our residents is very important to us, and we would like to do better. We have reviewed how communication transpires and why there may be a perception that our teams are not sufficiently responsive. We have found that many residents are using emails of former associates that are no longer with Brookfield Properties. Going forward, please use the following:

- Questions for the General Manager, Assistant General Manager and Service Manager (outside of leasing): [TheYards@bpapartments.com](mailto:TheYards@bpapartments.com)
- Questions about leases and lease renewals: [TheYardsleasing@bpapartments.com](mailto:TheYardsleasing@bpapartments.com)

This change will allow us to communicate in a streamlined manner. Our associates will no longer communicate with residents using personal emails, which has led to some of the miscommunications and insufficient responses.

We know you are awaiting answers to some of your questions and concerns in greater detail than we have provided today. While we continue to evaluate our policies and engage with our service providers on the issues you have raised, we want to be back to you with more information as soon as possible. You can expect to receive additional building-wide status updates from us on Monday, July 22, and by the end of July, we will communicate directly with individual residents should any adjustments be necessary.

In the meantime, thank you again for your patience as we evaluate our policies and assemble detailed answers to your questions. We greatly appreciate your engagement and feedback.

Sincerely,

Rebecca Snyder  
Executive Vice President

Sally Matheu  
Senior Vice President