



April 21, 2022

We appreciate the opportunity to serve you and your family during your time as residents in military family housing at Fort Meade. Since 2020, Meade Communities and Corvias Property Management have worked together closely with our Army partners to implement the Military Housing Privatization Initiative Tenant Bill of Rights (the "Tenant Bill of Rights") and other provisions of Section 2890 of the National Defense Authorization Act of 2020 (the "2020 NDAA"), and to improve maintenance and customer service for military family residents living on-post at Fort Meade.

We remain committed to working collaboratively with the Army to implement the Tenant Bill of Rights and other provisions of the 2020 NDAA. To date, this effort has included:

- Working with the Garrison on an annual basis to update applicable environmental and pesticide management plans;
- Coordinating for Garrison inspections and approval of all homes prior to turnover to a new resident, or following any resident displacement;
- Continued Army oversight of, and access to, all work orders and the provision of an online work order portal available to all residents;
- Implementation of uniform resident displacement and compensation standards (the Army Displacement Policy);
- Adopting the DoD-drafted "Universal Lease" and associated addenda to ensure common forms, fees, and leasing practices at military family housing on DoD installations;
- Seven Year Maintenance Histories are made available to residents for their home as well as a fact sheet, if applicable, that describes any new construction and/or renovation that has occurred;
- Ensuring that leasing documents highlight that eligible active duty residents have access to the Army-direct informal and formal dispute resolution processes, as well as the opportunity to seek counsel from Army legal assistance attorneys during a housing dispute involving maintenance and repairs, rental payments, displacement rights, Lease termination, inspections, or fees and charges.

In addition to implementing the Tenant Bill of Rights and other provisions of the 2020 NDAA, Meade Communities has also made additional improvements to our homes, and our efforts to provide maintenance services to residents, including:

- Residents are provided with estimated time frames for completing repairs, a direct means of tracking the status and progress of work orders, updates of estimated repair time changes, and use of commercially reasonable efforts to complete the work necessary to close out work orders within the estimated repair time;

- More than 90% of family homes at Fort Meade were inspected for suspect fungal growth (SFG) and remediation has been completed on 99% of homes where SFG was identified;
- Contracted to conduct roof repairs and/or replacements on 950 homes;
- More than 1,150 HVAC upgrades to provide families with more cost-efficient and comfortable homes;
- More than 1,100 weatherization additions, including insulation, weather stripping and energy-efficient windows. These upgrades will immediately contribute to more a comfortable home environment by improving the efficiency of heating and cooling systems.

Our residents' satisfaction is important to us and we remain deeply committed to continued improvements and greater resident satisfaction.

Sincerely,  
Peter Sims, Vice President

A handwritten signature in blue ink, appearing to read 'Peter Sims', with a stylized flourish at the end.

Meade Communities, LLC