

ALPHA OMICRON PI

Properties

Alpha Omicron Pi
International Headquarters

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March 31, 2020

Dear Sisters,

We know that this has been a season of unexpected hardship and a sense of loss from the shortened opportunity to experience the joys of living with our sisters. For AOII Properties, the response to COVID-19 on each of our 142 collegiate chapters has meant navigating many different changing college landscapes and trying to make the very best decisions for our collegians in these uncertain times.

In the past few weeks, the vast majority of our chapter facilities have closed or have a very limited number of residents who have elected to stay in the safety of our homes. Our professional staff has been working on a process to provide pro-rated credits or refunds for members who have not returned to school. We have approached this challenge by focusing on our values and our culture principles; thus, we have prioritized relationships and safety along with innovative problem solving and open and honest communication. Our relationships with local staff members such as House Directors, chefs, and cleaning crews are important to us and to the collegians they serve, and we have renegotiated the terms of our services with local staff and vendors in order to preserve good working relationships while finding cost savings for our members. We also must act to maintain the life safety and basic care of our homes well beyond this pandemic; thus, our staff have revised budgets for utilities and other routine maintenance to ensure all health, fire safety, and operating systems remain in proper working order during this extended closure.

Given these ongoing obligations, we are able to provide our in-house sisters a 50% reduction in room and board from the date that a chapter house closed or was vacated through the end of the academic semester/quarter. Sisters who do not live in chapter facilities but receive food service through the facility will also receive a 50% reduction in the fees associated with the food cost.

It is important to note that while most of our members select to split their AOII bill into payment plans over ten months, our Corporation expenses are not set up in that way, and so the Fraternity is contractually obligated, or in some cases, has already paid, for goods and services for the entire academic year. Per our financial obligations and vendor contracts, AOII will still be responsible for more than 50% of our expenses; thus, these refunds (for sisters who have paid in full) and credits will be costly for our Fraternity. However, we feel very strongly that this is the right thing to do for our members.

Refunds or credits are currently being applied to accounts, and we know that we will not



complete this work for every single member prior to new bills being generated on April 1. Please know that we have committed to revising all impacted accounts by April 15. So, the bill you see this week will most likely not show an immediate credit, but that work is being done as quickly and as thoroughly as possible by our professional staff. You may view your bill on April 1 and decide whether to make a payment or wait to see the revised amount by April 15. If your account has a past due balance prior to April 1, you will remain responsible for that full amount.

In addition, for the months of April, May, and June we will not issue any late fees on Corporation fees should you be unable to make payments on typical due dates. We will also allow promissory notes to be extended through August, instead of the end of the fiscal year (June 30). If you need to complete a new promissory note, please feel free to work with your local chapter accordingly.

We know that our member experience and most especially our live-in experience looks and feels different in this new and challenging environment in which we find ourselves. We hope that our members and their families will be able to use these credited funds for other immediate needs, and we hope that all our members can return to campus communities and chapter facilities in the near future to continue an exceptional AOII sisterhood and experience.

Fraternally,



Kaya Miller
Interim Executive Director

