Dear Residents of Waterman Village,

I am writing to share some very exciting news about a new system we're implementing here at our community — the Voyager Senior Housing platform by Yardi Systems. This update is designed to benefit you—our valued residents—by making life here smoother, more accessible, and more transparent. I want to explain **what** this system will do, **how** it will impact you, and **why** we believe it will improve your experience.

What is Voyager Senior Housing?

Voyager Senior Housing is a comprehensive software solution built for senior living communities. According to Yardi's description:

- It brings together community management, financial accounting, operations and resident services into a single platform. Yardi
- It is designed for senior living communities of various sizes and types (independent living, assisted living, memory care, etc.). Yardi
- It supports mobile and desktop access, secure data, and a single database to eliminate redundant systems. Yardi

How this will impact you

Here are a few key features and how they will translate into resident benefits:

1. Easier access and transparency

- With data in one place, our staff will have access to up-to-date information around billing, services, and community operations. That means fewer delays and fewer "I'll have to check on that" moments.
- You will have a more consistent view of your account and services, because the system is built to be clear and integrated.

2. More efficient operations (so you experience smoother service)

- The system reduces duplicate data entry, reduces errors, and streamlines tasks for the staff. Yardi
- For you, that means things like move-in/move-out, billing, service requests, and operations maintenance will be handled more smoothly and with fewer hiccups.

- When staff workflows run better, your experience improves — fewer administrative delays, faster follow-up.

3. Improved resident services and responsiveness

- Because the platform supports operations from mobile, tablet or desktop, our team can respond more flexibly. Yardi
- It means that when you ask for something — maintenance, billing clarification, a change in services — the staff will have the tools to follow through with better visibility and speed.
- With better operational oversight, we'll be better positioned to ensure you receive the consistently high-quality service you expect.

4. Greater clarity around financials

- The platform supports accounting, budgeting, billing, resident portal and multiple payer scenarios. Yardi
- What that means for you: clearer statements, fewer surprises, and more transparency about what is owed, when, and what the services cover.
- If questions arise about your charges or services, the system's data should make it easier for our team to explain and for you to understand.

What you can expect in the coming weeks

- We will be rolling out the new platform in 2 phases so that service interruptions are minimized and you will not experience sudden changes.
    - Phase 1: Billing, Resident Portal
        - Go-live is Dec 15th and the Jan 1 billing cycle
    - Phase 2: Work Order system, Activity Calendars
        - Go live is estimated to be by Apr 1 or earlier
- Staff training is ongoing so that everyone is comfortable with the new system, and we'll be watching carefully for any glitches or resident concerns.
- You may receive a short orientation or communication about how to access your resident portal or how to request services going forward.

- We welcome your feedback. As with any change, there may be a learning curve. If you notice anything confusing or if you have suggestions for improvement, please let us know. Your voice matters.

Why we believe this is the right move

- We want to deliver **quality of life**, not just adequate services. By upgrading our tools, we are investing in your experience here.
- Efficiency on the administrative side means more time and attention can be devoted to services and resident care rather than chasing down paperwork or disparate systems.
- Transparency and accessibility matter, we want to ensure you feel confident in your billing, your services, and your community.
- This modern platform positions us well for future enhancements and keeps us aligned with best practices in senior living operations.

In closing, I want to emphasize: this change is for you. Our goal is to make things simpler, more transparent, and more responsive. If at any time you have questions about how this new system affects you — billing, services, how to request something — don't hesitate to ask. Your comfort and satisfaction are our priority.

We set this decision in motion weeks ago and staff have been actively engaged for some time. Thank you for your cooperation and patience as we make this transition. I believe you will experience positive change and improved service as a result. We look forward to continuing to serve you and to making Waterman Village an even better place to live.

Warm regards,

David Larson, CFO