

# NORTHLAND

## The Rialto Resident Communications Archive

The following archive includes resident communications distributed beginning March 19, 2026.

**Thursday, March 19<sup>th</sup>:**

Subject: Important Update – Rialto Building Evacuation and Next Steps

Dear Residents,

We are currently addressing a building-related issue at the community that required today's evacuation. Under the direction of the fire department, access to the building remains restricted. We are working closely with emergency responders and other professionals as assessments are underway. Based on what we know at this time, we do not expect residents to be able to return to their apartments through the weekend while this process continues. We recommend that residents make arrangements to stay elsewhere for the next several nights. Our team can assist in identifying hotel options.

Our on-site team is operating from the leasing office. We will share any updates if this changes. If you need to access your apartment, you must coordinate in advance with the on-site team during business hours. Entry is not immediate; residents will be permitted to enter the building only with an escort. Please do not come to the building expecting immediate access. This process is being managed by emergency personnel to allow for controlled and coordinated entry. Please be sure to bring essential items with you, including medication, clothing, and any necessary pet supplies. We understand this is a difficult and disruptive situation, and our team is here to support you. We are actively working on next steps and will continue to share updates as more information becomes available.

You can expect another update from us by noon tomorrow.

If you need assistance or to coordinate access, please contact us at:

- [rialtoapts@northland.com](mailto:rialtoapts@northland.com)
- 407.630.8718 or 833.401.4621

Thank you for your patience and cooperation.

Rialto Management Team

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Subject: Update – Apartment Access and Temporary Accommodation Options

Dear Residents

Please note that escorted access to apartments ends at 7:00 PM this evening and resumes tomorrow at 8:30 AM.

# NORTHLAND

We understand many of you are making arrangements for the next several days while access to the building remains limited. To support you during this time, we have identified several nearby hotels that have availability and, in some cases, discounted rates for Rialto residents.

**Rosen Hotels (offering discounted rates – ask for “Rialto Distressed Rate”):**

- Rosen Inn
- Rosen Plaza
- Rosen Centre
- Rosen Shingle Creek

**Marriott Options:**

- Residence Inn Orlando at SeaWorld (Discounted rates available)
- Residence Inn & SpringHill Suites at Millenia (Discounted rates available)
- Courtyard Orlando International Drive/Convention Center
- City Express by Marriott

Please note that all reservations are subject to availability. Residents are responsible for coordinating and booking accommodations directly with the hotel.

Some of these hotels offer pet-friendly accommodations. We recommend confirming pet policies and any applicable fees directly with the hotel when booking.

Our team is available to assist if you have questions or need help identifying options that best meet your needs.

If you need assistance or to coordinate access to your apartment, please contact us at:

- [rialtoapts@northland.com](mailto:rialtoapts@northland.com)
- 407.630.8718 or 833.401.4621
- 

We understand this is a challenging situation and appreciate your continued patience as we work through next steps.

Thank you,  
Rialto Management Team



# NORTHLAND

**Friday, March 20<sup>th</sup>:**

Subject: Update – Building Access

Dear Residents,

We are sorry to share that, at this time, access to the building is not permitted per the direction of emergency personnel.

Residents will not be able to enter the building until further notice. Please do not come to the property expecting access, as entry is not currently allowed.

We understand the inconvenience this causes and appreciate your patience as the situation continues to evolve. We will provide updates as soon as more information becomes available.

Our team remains on-site and available to support you. If you need assistance, please contact the leasing office at:

- [rialtoapts@northland.com](mailto:rialtoapts@northland.com)
- 407.630.8718 or 833.401.4621

Thank you for your continued cooperation.

Rialto Management Team

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Subject: Update – Mail and Parking Access

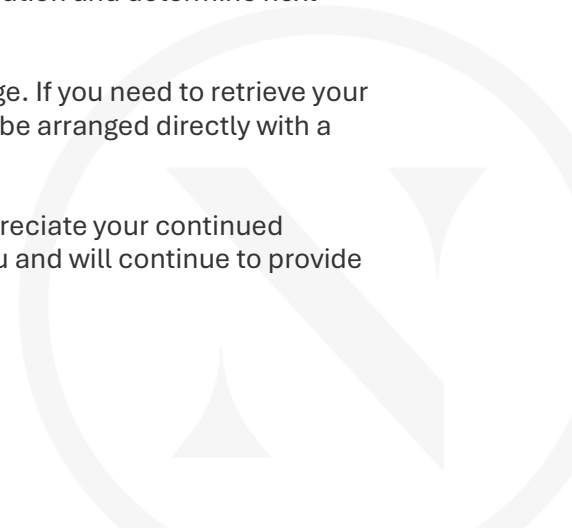
Dear Residents,

At this time, the mailroom is not accessible, and mail and package deliveries cannot be accepted. We understand this is inconvenient, and we're working to determine when you can get your mail and packages.

We are working across multiple fronts at once. Assessments of the building are ongoing. Engineers are evaluating conditions on a unit-by-unit basis and for the building overall, and are expected to continue this work through the weekend to better understand the situation and determine next steps.

We are also receiving questions regarding access to the parking garage. If you need to retrieve your vehicle, please contact the leasing team to coordinate. Access must be arranged directly with a team member, and residents must be escorted.

We understand this is a challenging and disruptive situation, and appreciate your continued patience and cooperation. Our team remains available to support you and will continue to provide updates as new information becomes available.



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If you need assistance, please contact us at:

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- 407.630.8718 or 833.401.4621

Thank you,  
Rialto Management Team

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Subject: Update – Ongoing Assessments

Dear Residents,

As we move into the weekend, we wanted to provide an update. Engineers and emergency personnel remain on-site and are continuing their evaluations. This work is ongoing, and we expect it to continue through the weekend.


At this time, we do not yet have an update regarding building access. We understand how important this information is and are working to provide clarity as soon as possible. We hope to have additional information to share tomorrow and will continue to keep you closely informed as updates become available.

Thank you for your continued patience and cooperation as this process moves forward. Our team remains available to support you.

If you need assistance, please contact us at:

- [rialtoapts@northland.com](mailto:rialtoapts@northland.com)
- 407.630.8718 or 833.401.4621

Thank you,  
Rialto Management Team



# NORTHLAND

**Saturday, March 21<sup>st</sup>:**

Subject: Update – Ongoing Assessments

Dear Residents,

We are providing an update as assessments of the building continue.

Engineers remain on-site and are continuing their investigation. As part of this process, certain areas of the building are being evaluated in more detail, which may include removing portions of walls, flooring, and ceilings to better understand conditions. Residents whose apartments are impacted have been notified.

At this time, we do not anticipate these assessments will be completed this weekend. Residents should plan accordingly while this work is ongoing.

We know this situation is becoming more difficult with each passing day. It is important that the engineering team be able to complete a thorough evaluation, and we appreciate your continued patience and cooperation as this process moves forward.

If you need to retrieve critical items, please contact the leasing office to coordinate access during business hours.

Our team is actively responding to resident questions and is available to assist. If you have any questions or need support, please contact us at:

- [rialtoapts@northland.com](mailto:rialtoapts@northland.com)
- 407.630.8718 or 833.401.4621

Thank you,  
Rialto Management Team



# NORTHLAND

**Sunday, March 22<sup>nd</sup>:**

Subject: Update – On-site Support and Ongoing Assessments

Dear Residents,

We are here. While our office is typically closed on Sundays, our team is on-site and available to assist you until 5 PM. You can call, email, or visit our office, and our team will retrieve critical items from your apartment.

In terms of progress, our engineers continue their work. While we all want to return you to your home as quickly as possible, we will not do so until engineers have completed a thorough inspection of the building's structural systems and any identified deficiencies have been addressed.

We recognize there is discussion about the reasons for the evacuation. As your management team, we are committed to allowing the professionals to complete their work and to sharing confirmed information with you as it becomes available.

Thank you for your continued patience and understanding.

Rialto Management Team

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Subject: Update – Resident Support and Financial Relief

Dear Residents,

We want to acknowledge the disruption you are experiencing as a result of being displaced from your home at Rialto. We have heard from many of you and understand that each resident's situation is different. While some residents have been able to stay with friends or family, others are currently in hotels or other temporary arrangements.

We have also received varied feedback regarding renters insurance. Some residents have reported that their policies are covering temporary housing, while others have indicated that coverage has been denied.

With this in mind, we would like to share two updates that we hope will provide some relief. First, residents will not be charged rent for any days during which they are unable to physically occupy their apartment. There is no action required on your part. Once residents are able to return, our team will make the appropriate adjustments to each account. As we approach the start of the new month, some residents may have rent payments set up on autopay. If a payment is processed, it will not impact the adjustments made to your account.

Second, in the coming week, we will be issuing funds in the amount of \$1,000 per apartment to assist with additional expenses during this time. We are currently finalizing the details of

# NORTHLAND

distribution. These funds will not be issued as a rent credit but rather in a form that can be used directly. This amount will be consistent across all apartments, regardless of size or number of occupants.

We appreciate your continued patience as we work through next steps and remain committed to supporting you during this time.

Thank you,  
Rialto Management Team



# NORTHLAND

**Monday, March 23<sup>rd</sup>:**

Subject: Update – Resident Payment Timing and Ongoing Support

Dear Residents,

We are providing an update as we continue working through the next steps.

We anticipate that \$1,000 payments for each apartment will be available for pickup tomorrow after 1:00 PM. Additional details, including pickup location and process, will be shared once finalized. We also understand that some residents may have concerns about items left in their apartments, such as plants or fish. We can't guarantee we can accommodate every need, but we will do our best to help with basic requests, such as watering plants or feeding fish, where possible. If you have a specific request, please contact the leasing office so we can coordinate.

Assessments of the building remain ongoing, and we will continue to provide updates as more information becomes available.

We appreciate your continued patience as we work through this process.

If you need assistance, please contact us at:

- [rialtoapts@northland.com](mailto:rialtoapts@northland.com)
- 407.630.8718 or 833.401.4621

Thank you,  
Rialto Management Team

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Subject: Update – Resident Payment Distribution

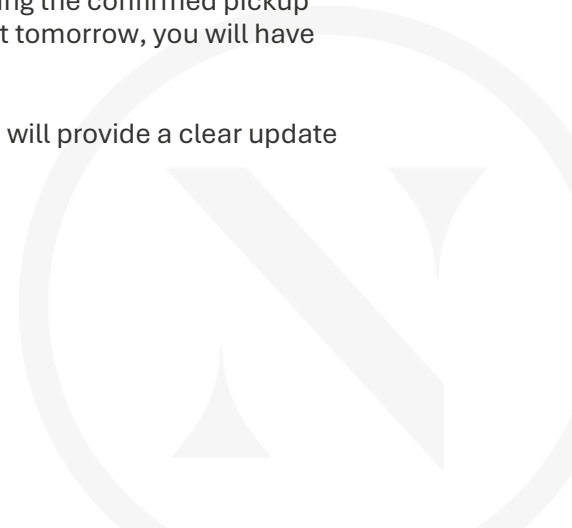
Dear Residents,

We are sharing an update on the \$1,000 payments to residents.

We're finalizing the process and expect payments to be available for pickup tomorrow, likely in the early afternoon. We will share detailed instructions tomorrow, including the confirmed pickup time, location, and process. If you are unable to pick up your payment tomorrow, you will have additional opportunities to do so later this week.

We appreciate your patience as we coordinate these final details and will provide a clear update once everything is in place.

If you have any questions, please contact us at:

- [rialtoapts@northland.com](mailto:rialtoapts@northland.com)
  - 407.630.8718 or 833.401.4621
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Thank you,  
Rialto Management Team



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**Tuesday, March 24<sup>th</sup>:**

Subject: Update – Resident Payment Pickup

Dear Residents,

The \$1,000 payments are available for pickup starting at 11:30 AM.

Residents may come to the leasing office during normal business hours to collect their check. Our team will have payments organized and will direct you upon arrival. To help ensure a smooth and efficient process, we ask that all leaseholders over the age of 18 be present at the time of pickup and provide a valid photo ID.

If you are not able to pick up your payment today, that is okay. Additional opportunities will be available in the coming days.

If you need assistance or have a specific request, please reply directly to this email or call us at 407-630-8718. Our team is actively monitoring responses and will follow up as quickly as possible.

Thank you for your continued patience.

Rialto Management Team

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Subject: Update – Ongoing Engineering Assessment

Dear Residents,

The most important question right now is when you will be able to return home.

We want to provide that answer as soon as possible. Since the day following the evacuation, the engineering team has been on-site working to understand what occurred on March 19th that caused door frames to shift and cracking to appear in parts of the building. This work has involved opening walls, ceilings, and flooring in certain areas to examine structural components, along with detailed observations and measurements throughout the community.

While this process is not yet complete, the engineering team has made significant progress in their assessment and continues to rule out causes.

To help you understand the full process, once the engineering team completes its assessment, their findings must be finalized and any proposed corrective work submitted for review by Orange County officials. We want to share this to clarify that, even after the engineering work is completed, additional steps are required before residents can return.

We know this is difficult, and we're focused on sharing clear answers as soon as they are available. We will continue to share updates as new information is confirmed.

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If you need assistance or have a specific request, please reply directly to this email. If you prefer to speak with someone, you may also call us at 407.630.8718.

Thank you for your continued patience and cooperation.

Rialto Management Team



# NORTHLAND

**Wednesday, March 25<sup>th</sup>:**

Update: Timeline and Resident Options

Dear Residents,

After a long day, our engineers have informed us that the timeline for completing their work will be further extended. We recognize that this extended timeline and the uncertainty are both challenging and unsustainable for you.

Over the next couple of days, we will share additional information about lease terminations and how we will assist you in finding and relocating to a new home. While our team will continue retrieving limited critical items from apartments, we are also working to establish a logistical plan to begin assisting residents with the relocation of their belongings.

We appreciate your continued patience and will provide another update tomorrow.

Rialto Management Team



# NORTHLAND

**Thursday, March 26<sup>th</sup>:**

Subject: Update – Resident Support Options

Dear Residents,

Today, our team at Rialto made progress in identifying potential moving partners to assist residents who wish to relocate from the community. Tomorrow, we will share details on the process for executing a lease termination agreement and how to schedule the removal of belongings from your home, should you choose to terminate your lease at this time.

We understand that many of you are making important decisions right now, and we are working to provide the information you need as quickly as possible.

We can also support residents looking to move by helping coordinate transfers to nearby Northland communities, including specially discounted apartment options, or helping identify other nearby communities.

We continue to maintain elevated staffing levels during normal business hours to assist residents with retrieving critical items. While we are here to support you during this time, please note that our staff are not professional movers, and there are limitations on the size and number of items they can safely retrieve.

The engineering team continues to make progress across the community as they work toward safely reopening for occupancy; however, no definitive timetable for reoccupying apartments has been established at this time.

We know this has been disruptive, and we appreciate your continued patience. If you have immediate questions or need assistance, please contact the leasing office or reply directly to this email.

Rialto Management Team



# NORTHLAND

**Friday, March 27<sup>th</sup>:**

Subject: Update: Lease Termination and Moving Support

Dear Residents,

If you would like to terminate your lease at The Rialto, Northland is offering several forms of support to assist with your transition. This offer includes waiving two months of rent at any of our communities throughout Florida and nationwide, providing \$2,000 per apartment to help cover moving-related expenses, and a full pack and move of your belongings within a 25-mile radius of The Rialto.

If you choose to move forward, please contact our office, and we will provide you with an agreement to vacate and release. Once the agreement is completed, we will connect you with a moving partner to begin scheduling your move.

Rialto Management Team



# NORTHLAND

**Wednesday, April 1<sup>st</sup>:**

Subject: Please Disregard: Automated Rent Reminder Email

Dear Residents,

Our apologies, our system was set up with an automatic rent reminder. You may have received an email stating that rent is due on the 1st and will be considered late on the 4th. Please disregard this email. April rents have not been charged and will not appear on your ledger.

Rialto Management Team

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Subject: Community Update and Next Steps

Dear Residents,

The engineers have completed an initial investigation of The Rialto. A copy of their letter to the Building Inspector is attached. The letter describes their initial findings, including conditions that exist below the building, which our engineers discovered will require further subsurface evaluation. At this time, we do not have a definitive timeline for reoccupancy. However, based on current information, residents can expect this process to take at least two months and may extend beyond that as the work progresses. During this time, residents will not be able to access their apartments while the evaluation and work are ongoing. However, Northland Rialto will continue to facilitate retrieval of personal property to the extent that conditions permit.

We understand this is an extended timeline, and we want to ensure you have clear options and support as you make decisions about your lease.

For residents who may prefer to maintain their lease while this process continues, we will provide updates as more information becomes available. Rent will not be charged while occupancy remains restricted.

For residents who prefer to move forward with a lease termination, we are offering several forms of support to assist with your transition. These include the option to terminate your lease, packing and moving of your belongings to within a 25-mile radius of Rialto, and an additional \$2,000. For residents who choose to live at another Northland community, we are offering a two-month rent concession. These offerings may be subject to additional terms and are available as part of the lease termination process.

If you choose to move forward with these options, please contact our team at 407.630.8718, and we will provide you with a lease termination agreement and next steps. Once the agreement is completed, we will connect you with a moving partner to begin scheduling your move. You may also terminate your lease without signing the lease termination agreement and release. If you choose this option, you must notify us in writing. Movers will pack your belongings and coordinate with you to retrieve them.

# NORTHLAND

We understand that this is a significant and personal decision, and we are committed to providing support as you determine what is best for your situation. We will continue to share updates as more information becomes available.

Rialto Management Team



# NORTHLAND

**Tuesday, April 7<sup>th</sup>:**

Subject: Update on Apartment Access and Move Scheduling

Dear Residents,

We want to provide a brief update regarding access to certain apartments as work continues in the community.

Apartments with unit numbers ending in 41 through 51 (141–151, 241–251, 341–351, 441-451, and 541-551) are currently unavailable due to ongoing work in those areas. This work is currently scheduled to be completed on Friday.

Pending any contractor delays, we expect to resume moves for these apartments beginning Saturday. We will confirm once access is fully restored.

We appreciate your patience as this work is completed and will continue to provide updates as needed.

Thank you,  
Rialto Management Team



# NORTHLAND

**Friday, April 10<sup>th</sup>:**

Subject: Update on Electrical Billing

Dear Residents,

We are sharing an update on the electrical service for the apartments.

To maintain consistent temperatures and avoid potential service interruptions, all apartment electrical accounts have been transferred from Duke Energy to Northland, retroactive to March 18th, 2026.

At this time, residents are no longer responsible for maintaining individual Duke Energy accounts for their apartments.

If you made a payment for electrical service covering dates after March 18th, 2026, please contact the leasing office so we can review and address accordingly.

Our team is available to assist with any questions.

Thank you,  
Rialto Management Team



# NORTHLAND

**Thursday, April 16<sup>th</sup>:**

Subject: Community Update

Dear Residents,

We want to make you aware of a situation that occurred earlier today.

Based on what we know at this time, an unauthorized individual was identified on-site this morning, and management immediately contacted the Orlando Police Department. We have confirmed that one apartment containing resident belongings was entered without authorization. We appreciate the police department's prompt response and are cooperating fully as they continue their investigation.

Out of respect for the ongoing investigation, details are limited at this time. We continue to have security personnel on-site and are taking appropriate measures to support the community. If you have any immediate concerns, please contact the leasing office.

Thank you,  
Rialto Management Team

