

Dear Residents:

We understand the concern and uncertainty you may be experiencing in regard to the coronavirus (COVID-19) and we are committed to being responsive to the needs of our residents during this time. We have taken precautionary steps in response to COVID-19 and plan to continue to conduct our regular business activities while closely monitoring updates from local and global health officials, such as the CDC and the World Health Organization, to ensure company practices and procedures are in line with current guidelines.

If you have a confirmed case of COVID-19 or feel it is possible that you may have COVID-19 please email your property manager immediately so that residents and staff can be informed and immediate action can be taken to mitigate the spread of the virus.

Effective immediately, we have adjusted our operational procedures to continue to maintain our properties while moderating the spread of the Virus. We ask you to join us in making the following adjustments:

Building Cleaning: Our janitorial crews were specifically instructed a few weeks ago to ensure that high-touch surfaces such as common door handles, elevator buttons, trash chute handles, laundry machines, and handrails are being disinfected on each visit to prevent potential spreading of germs and bacteria. We ask residents to wash hands and protect yourselves and other residents from potential infection.

Postpone Non-Emergency Maintenance Requests: We will continue to respond to maintenance requests, but, as a precaution and in an attempt to limit person-to-person contact, we may postpone or significantly delay some services or work in progress, if necessary. As a courtesy, when submitting a maintenance request, we ask that you inform management, if you or anyone in your home have been self-quarantined or feeling ill so proper measures can be taken to protect your household and our staff.

Emergency repairs, such as water leaking, plumbing stoppages, roof leaks, or an electrical hazard, must be handled promptly and in most cases will require immediate entry to your unit. For urgent repairs, Maintenance staff will wear a mouth cover when working inside of residences.

To reduce the possibility of plumbing emergencies:

- ❖ Do Not flush anything but a small amount of toilet paper
- ❖ Do not overload garbage disposals

Online Rent Payments: Paying rent on-line eliminates the person-to-person contact of bringing your rent in person or mailing in your payment. If you have the ability to do so we ask that you please pay rent online to protect our staff.

As you are aware this situation is fluid and ever-changing. Please continue to follow the lead of the CDC and local health officials. They should continue to be the primary source of information and advice. Please review the following links provided by the Health Department:

Practice good personal health habits and plan for home-based actions

<https://www.cdc.gov/coronavirus/2019-ncov/community/home/get-your-household-ready-for-COVID-19.html>

How to Clean and Disinfect

<https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>

Thank you for your continued tenancy and we wish you the best of health in these challenging times.

Best,

Management