

## Residents:

As the Coronavirus (COVID-19) situation evolves, we want to assure you that we are monitoring and following recommendations from public health officials as well as maintaining our high standards of cleanliness within our community. We are working very hard to plan for the next impacts we may experience as this situation progresses. As we navigate the challenges ahead, we will try to keep you informed of changes as quickly as possible. However, in some cases, we may have to make quick decisions that may affect residents, such as suspending services temporarily. We know that can be inconvenient, but the health and well-being of our residents and our team are a top priority.

### **Staffing, Leasing Office Closures and Rent Payments through April 13, 2020**

Our office will be closed to the public (including current and future residents) effective immediately and will remain closed until April 13th, 2020 unless otherwise indicated, however our onsite team will continue to function with daily duties.

We ask everyone to please communicate and pay rent via phone, email or the resident portal which can be found on your community's website. Additionally, you may securely mail or deliver your rent payment. For assistance, call or email the leasing staff.

### **Resident Events and Package Delivery**

Until further notice, because the CDC has recommended social distancing, we have decided to postpone all resident events as a precautionary measure.

Until further notice, we will not be accepting packages at this time. Please inform the couriers that door drop off will be required vs. the office or a package locker.

### **Amenity Closure**

Until further notice, out of an abundance of caution and to promote healthy environments, we will be immediately closing all amenity spaces. We will keep you updated when we anticipate them to reopen.

### **Cleaning**

We are continuing to thoroughly clean common areas on a regularly scheduled basis. Our team and cleaning service are focusing on high-touch surfaces, for example door handles, elevator panels (if applicable) and other similar surfaces.

### **Work Orders and Service Requests**

With the additional measures we are taking to maintain our clean environment, there are additional demands on our team. Due these additional demands and in order to encourage social distancing, we are currently limiting responses to service requests to emergencies only. Please continue to submit all service requests as you would normally do, so that our team can evaluate whether they constitute an emergency need.

If you have an issue, or are not sure if you have an emergency, please feel free to give us a call to see if we can assist you in troubleshooting.

We appreciate your diligence and extra care in maintaining your unit in accordance with your lease during this time.

### **Self-Quarantine and Sick Residents**

As time goes by, we may have residents who are self-quarantined or have tested positive for the virus. We hope that residents who find themselves in this situation will follow the recommendations of public health officials. We are not necessarily notified of self-quarantines or illness in our community, but we respect our residents' privacy and unless required to do so by public health officials, we will not share information about individual residents. If you have questions or concerns about your health, we encourage you to contact your doctor or the health department.

### **CDC Recommendations**

As a reminder, the CDC continues to recommend everyday preventive actions to help prevent the spread of respiratory illness, including:

- Put distance between yourself and other people.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.

If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if your hands are visibly dirty.

The CDC website has great information and resources about coronavirus, frequently asked questions, travel information and more.

We strongly encourage you to stay up to date with your local health officials, reputable agencies like the Center for Disease Control (CDC) and the World Health Organization (WHO). FPI is dedicated to providing an informed and intentional response throughout this health crisis and defers to official agencies and health officials for the latest and most appropriate guidance and response protocol.

FPI has enacted a COVID-19 Task Force which will be reevaluating conditions on an ongoing basis and communicating relevant information as the COVID-19 situation evolves.

March 17, 2020