

Residents:

As the Coronavirus (COVID-19) situation continues to evolve, 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 will continue to keep you informed of changes.

Staffing, Leasing Office Closures and Rent Payments

Our office will remain closed to the public (including current and future residents). Until future notice, 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: Until further notice, because the CDC has recommended social distancing, we will continue to pause on all resident events as a precautionary measure.

Amenity Spaces: Until further notice, in an abundance of caution and to promote healthy environments, all amenity spaces will remain closed. We will keep you updated when we anticipate them to reopen as we continue to follow the recommendations of the state's phased reopening plan.

Package Delivery: Until further notice, we will continue to not accept packages at this time. Please continue inform the couriers that door drop off will be required vs. the office or a package locker. Packages will not be accepted at the office.

LAUNDRY ROOMS WILL REMAIN OPEN. Please practice CDC recommended social distancing while using the laundry facilities.

Work Orders and Service Requests

We are continuing to limit maintenance responses to service requests to emergencies only. Please continue to submit all services 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. Should we need to enter your home, our team will prepare you for additional preparation guidelines to limit exposure and follow social distancing guidelines.

Community

We encourage all residents to maintain social distancing (stay at least 6' away from other persons) and follow general health guidelines to contribute to the wellness of our community.

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. You can find the link here: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

We appreciate your cooperation and patience as we navigate through this challenging situation.