



5/15/20 Resident Communication Regarding the Coronavirus

As COVID-19 continues to impact our world, the well-being and safety of our associates and communities are a top priority. We are continually monitoring the advice of the Center for Disease Control, government agencies, and an internal team to make decisions on re-opening our communities. We remain committed to slowing the spread of this illness by continuing a low-contact environment, enhanced sanitation, and hygiene protocols, and the use of personal protective equipment.

In select locations, our leasing offices will begin to schedule appointments with our residents and future residents. Our office occupancy will be limited, and furnishings will be arranged to conform with six-foot distancing in mind. We encourage you to contact the rental office for guidelines specific to your community prior to your appointment. For your safety and ours, please understand the rental office doors will remain closed, and appointments must be scheduled in advance.

We continue to encourage you to use our resident portal, email, text, or phone to communicate with our team. If you have not signed up for access to our resident portal, please visit the property website or download the **RENTCafe Resident** app from your mobile device. The portal gives you exclusive access to pay rent, submit work requests, and communicate with our team. Please continue to update your contact information through the portal or contact our office for assistance.

In our commitment to your safety, we will be keeping our community spaces closed to the public, such as the fitness centers, pools, business centers, and clubhouse. We are being diligent in researching the safest way to re-open these spaces in the future. For the safety of our team, please understand that non-essential work requests will continue to be deferred to a future date. Our team will continue to address essential repairs and inspections while maintaining the exteriors and common spaces. Please report emergency requests by contacting the rental office and following the appropriate prompts if after regular business hours.

We will continue to monitor this evolving situation and adjust procedures while keeping you in mind. Thank you for being a valued resident!