



Resident Communication Regarding the Coronavirus Updated 4/3/2020

As our top priority is the safety and health of our residents and employees, we've made the decision to close the rental office effective March 17th, 2020. Our leasing and maintenance teams will continue to work to maintain the property and take care of our residents during these unusual circumstances. We will communicate with you frequently and regularly, and we ask you to partner with us through these temporary changes.

1. We ask that you do not come to the leasing office. Please call, text, or email us so we can serve you. This is for your safety as well as our associates.
2. If you have not already, please sign up for access to our resident portal or download the **RENTCafé Resident** app from your app store. The portal gives you exclusive access to pay rent, submit work requests and communicate with our team. If you have new contact information, please take a moment to update through the portal or contact our office for assistance. Communication will be key for our community over the coming days and weeks.
3. Regrettably we are closing the fitness center and clubhouse and canceling any planned social events for the foreseeable future.
4. Please continue to submit work orders online, but we will defer non-emergency work orders into the future. During this time our maintenance team will address emergency work orders only. This is an effort to minimize personal interactions.
5. Please heed guidance prescribed by local authorities in terms of groups gathering on property. We strongly encourage "social distancing". This is simply an effort to keep our community healthy.
6. As a community of neighbors and employees, we respectfully request that you be as forthcoming with us as possible if you test positive for the virus. In this event, we encourage you to notify the Property Manager. Your personal information will be kept confidential. Your notification will allow us to limit our interactions and keep our community as safe as possible.

We are ready to serve you through phone, text, or email. We sincerely appreciate your patience and understanding with us as we navigate the impact of this virus.

Your Management Team