

## Dear Resident:

As always, the health and well-being of our community is our highest priority. With the recent events surrounding COVID-19, we want to inform you of the steps we are taking to promote a safe environment. Our staff has been closely monitoring this situation, and we are complying with recommendations outlined by the Centers for Disease Control and Prevention (CDC) with each update. As news of the virus continues to develop, we encourage you to consult the Centers for Disease Control and Prevention who serves as the best source of information about COVID-19. You can visit the CDC website at [www.cdc.gov/ncov](http://www.cdc.gov/ncov).

During this time, we want to keep you informed of policy changes and other concerns you may have. Here you can see some of the preventative actions we have taken in response to COVID-19. Some of these steps will require your participation as we work together to foster a healthy community.

### What should I do if I get sick?

- If you feel sick, or have concerning symptoms we strongly urge you to follow the CDC recommended procedures. Below is a link to these procedures for your convenience.

<https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

### What should I do if I test positive for COVID-19?

- If you have tested positive for COVID-19 we urge you to follow the advice of your health care professional and the CDC. We also ask that residents inform the office about positive test results. Below is a link to the CDC's advice on how to prevent the spread of the virus for your convenience.

<https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

### What are we doing to prevent the spread of COVID-19 at this community?

- To promote social distancing, we are encouraging **all residents to utilize our property websites, resident portal, and email for all service requests, rent payments, and general questions.**
- Online payment options are available in the Resident Portal. A link to the Resident Portal is available from your property's website. From there if you are a first-time user, you will need to register using your telephone number or your registration code (which you can get from the site team). If there are any questions regarding how to pay online or setup automatic bill pay, please reach out to the leasing office, ideally via email or telephone. As a friendly reminder, we cover 100% of the expense for the ACH payment options for online payments so we highly encourage residents to take advantage of that great benefit.
- Please try to avoid physically visiting the office if at all possible as this is preventative measure that will help both you and the on-site associates remain healthy.

## What can you do to help prevent the illness?

- Please follow the CDC's recommended guidance related to prevention! Below we have provided a link to these prevention measures for your convenience.

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html>

## Will resident events still be available?

- To help prevent the spread of COVID-19, we will be cancelling all resident events and supportive services that cannot be facilitated virtually until further notice. We apologize for the inconvenience, but we feel this is a necessary step to help protect everyone and also ensure the office stays open to serve you!

## Will resident amenity spaces still be available to residents?

- To help prevent the spread of COVID-19, some amenity spaces at our properties will remain closed, or may be open on a limited basis.
- Please note we intend to keep the leasing offices open as well to field your calls, emails, and questions. We do however urge residents to avoid physically visiting the office if possible, as this is preventative measure that will help both you and the on-site associates remain healthy.
- We understand this is an inconvenience and your patience during this time is greatly appreciated. We will be using the time normally taken to maintain the closed amenities to perform sanitization and other preventative measures throughout the property focusing on access points and common areas within the community.

## Can maintenance complete my service requests?

- Maintenance will be prioritizing prevention efforts until further notice in the common areas throughout the day. Because of this, we ask that residents are mindful of the current situation at hand and place emergency service requests only.

Examples of Emergency Service Requests include: Toilet not working in apartments with only One toilet & essential appliances not working such as a Refrigerator

Examples of NON-Emergency Service Requests include: Light bulbs out, non-essential appliances not functioning like Garbage Disposals, paint touch up Needed

- Work orders that are not deemed to be essential emergency work orders will taken by the office and entered into our management software for future completion. Future completion will depend on the current state of events and we will be updating residents on target dates here as soon as we know them. We appreciate your patience and understanding here and apologize for the inconvenience.
- If you are placing a service request, but do not want maintenance to enter because of sanitary concerns, please let us know and we will schedule the service request to be completed at a later date.

## Will the offices be operating on reduced hours?

- During this period of time temporary staffing changes are in effect as of 3/21 and the standard office hours for our communities will be:

Monday to Friday: 9am-5pm (*Staff Cleaning from 5pm-6pm*)

Saturday: 10am-4pm (*Staff Cleaning from 4pm-5pm*)

Sunday: Closed

- If you are at a smaller properties with less staff the standard office will be:

Monday-Wednesday-Friday: 9am-12pm then 1pm-4pm (*Staff Cleaning from 4pm -5pm*)

Tuesday and Thursday: Office Closed, but Maintenance will be cleaning during normal hours

- In either scenario, the revised office hours will be posted at the community and online.
- Our office associates will be broken into shifts to minimize associate exposure and increase social distancing opportunities this is being done in an effort to stagger staff interaction to limit exposure in an effort to keep the office open during this challenging time.

## What Should I do if I Can't Pay My Rent?

- We understand these are unprecedented times and want to work with you to overcome any challenges you may be facing. We have adjusted our rent collection process in response to these challenges. Please contact your Community Manager to talk through a plan that works for your household as your personal circumstances evolve.
- Please visit our NRP Rental Assistance Task Force Homepage to view state and local renter resources:  
<https://www.nrpgroup.com/Home/RenterAssist?fbclid=IwAR1EWNDVuvfDB9bFfQ6bT2IbSuqgNylvtTHigUQT22LEo8iKBr41AZKqhN0g>