

## Dear Resident:

As always, the health and well-being of our community is our highest priority. Stay at home orders have recently been lifted or eased in many states, and with the increase in reported cases of COVID-19, some states are beginning to bring back restrictions and release more requirements. Our staff has been closely monitoring this situation, and we are complying with recommendations outlined by the CDC, as well as state and local requirements 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).

## 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 and refrain from visiting the office in person or using common area amenities to protect our residents and staff. Below is a link to the CDC's advice for your convenience, however, you should confer with your healthcare provider for specific guidance.

<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**. Please try to avoid physically visiting the office if possible as a preventative measure that will help both you and the on-site associates remain healthy.
- Online payment options are available in the Resident Portal. A link to the Resident Portal is available from your property's website.
  - 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), or can contact the site team for an e-mail invite to the resident portal.
  - 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.
- All employees, residents, prospects, and other visitors to our property offices are required to wear a mask or face covering to enter. We will have masks to provide any visitors that do not have one, along with other hygiene items.

## 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>