



To Our Valued Residents

This information is being shared with you as follow-up to our March 3, 2020 notice concerning COVID-19 (Coronavirus). The modifications noted below, which are being put in place out of an abundance of caution, shall be effective Monday, March 16, 2020 and shall continue until further notice.

Rental Offices

Depending on the location of your community, and the degree to which the virus is prevalent in your area, the rental office may be closed to the public. Our community staff will continue to work in the office during regular business hours, and may be reached via e-mail, telephone and/or text message for questions, appointments and emergencies. Likewise, we may contact you for appointments to handle essential functions such as scheduled move-outs, recertifications, and so on. If your rental office is closed, a notice will be placed on the door or window.

Maintenance and Service Requests

Please continue to submit service requests as needed. Maintenance services will be performed for all essential repairs, and prioritized according to need. Essential repairs are those kinds of repairs that are critical to the continued livability of your unit. Non-essential repairs shall, in most cases, be postponed. Examples of essential and non-essential repairs are shown below. Please do not be unduly alarmed if you observe our maintenance team members wearing gloves, booties, and/or face masks; these are being worn simply as a precautionary measure and to help provide a degree of reassurance for those they encounter. As always, maintenance staff will clearly identify themselves upon visiting your unit and - if for any reason entrance to your unit is needed - check your smoke detector for proper functioning.

Examples

Essential	Non-Essential
Closet door falling off hinges or track	Closet door coming loose from track
Stove/range does not work (no power and no heat)	One burner of the stove is out, but the other burners work just fine
Floor covering torn or presenting a trip hazard	Carpet cleaning
Plugged toilet	"Running" toilet
Electrical issues; inoperable switches; common area lighting	Cracked light switch cover
Reasonable modifications under the Fair Housing Act / Section 504	"Convenience" or "cosmetic" requests
Missing blinds, or blinds and other window coverings that have come loose from their fixtures	Damaged but closeable blinds and other window coverings

Community Rooms and Common Areas

Community rooms shall be closed to large-group gatherings/events, but shall remain open for intermittent use (for example, to watch television, play games, or read) consisting of one or two (or very small groups of) people. All events at senior/elderly communities, for which population the risk is known to be higher, are postponed. At this time, we expect that all after-schools programs for children and youth will continue, although local and regional needs may dictate discontinuing these in some cases. If this happens, you will be notified. Likewise, we intend to continue any food-distribution programs currently in place.

Laundry Facilities

If your community has one or more on-site laundry rooms, our current intent is to keep them open. Such facilities shall continue to be cleaned regularly by our maintenance staff. When you use the laundry rooms, and for the benefit of all of our residents and staff, we encourage you to pay extra care and attention to the hygiene practices noted below. If, in the highly unlikely event that the laundry rooms are closed, we will notify you and offer recommendations for local alternatives.

Unit Inspections

Inspections necessitated by our internal policies and practices are canceled until further notice. Inspections by government agencies and other third-parties remain largely outside of our control; however, we are encouraging them, with some success thus far, to reschedule their inspections.

Privacy and Confidentiality

We are committed to maintaining every resident's privacy, and we will not and cannot share private health information with any other resident or household. Similarly, there is no requirement that we know of for you, as a resident or household, to notify us in the event that you are diagnosed with the virus, and whether or not you do so is solely your choice to make. However, please be aware that - depending on the location and jurisdiction - officials with local, county or regional health agencies may notify residents within a community of any known outbreak, in accordance with the laws and regulations of the jurisdiction. These actions are outside of our control.

If your community is designed as a 'high-rise' building, and/or in instances of any building design for which access to your unit is possible only through limited means (as examples, a front door leading to a lobby and elevators, common interior hallways leading to individual units, and so forth), we may at our sole discretion distribute, in the event of a confirmed or unconfirmed infection, a very *general* notice to all residents indicating simply that a case has been identified within the apartment community. Further information, including in part the identify of the individual(s), their unit number(s), and even the floor(s) on which they reside, shall not be provided, and we are not able to disclose this information even if asked.

Rental Payments

We encourage all who are able to do so to make use of available online features (for examples, monthly rental payments and service requests) so as to help minimize person-to-person contact. If a drop-box is available at your rental office, of course, you are welcome to use the box for rental payments and other correspondence.

Important Points to Remember

- We are still here and can be reached via phone, e-mail, etc.
- Our after-hours contacts, together with our Corporate and Regional offices, remain accessible.
- Don't hesitate to contact us with any community-related questions, concerns, issues, etc.
- We cannot provide health-related or medical advice. For such advice, please contact your health care provider. For medical emergencies, dial 911.
- If you are diagnosed, actively ill or displaying flu-like symptoms, are quarantined or have a family member or friend who recently traveled outside of the United States, or have been around a person who has been infected, please do not attempt to visit the rental office in person.
- All of these steps are being put in place to help us be responsible global citizens and to protect you - our valued residents - and our staff.

Resources

Centers for Disease Control and Prevention (CDC)

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

World Health Organization (WHO)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Best Practices
<ol style="list-style-type: none">1. Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.2. Avoid touching your eyes, nose, and mouth with unwashed hands.3. Stay home if you are sick.4. Avoid close contact with people who are sick.5. Cover your cough or sneeze with a tissue, then throw the tissue in the trash.6. Frequently clean and disinfect touched objects and surfaces.7. Monitor the situation and stay current with advice from the CDC, WHO and public health agencies.