

Dear Residents,

As the coronavirus called COVID-19 has been declared a pandemic by the World Health Organization, we want to ensure your safety and help in any way that we can through this difficult time. Here are some answers to your frequently asked questions.

Will maintenance still be done in a timely manner?

Emergencies will be addressed immediately. Any request that is non-essential may be pushed to a later date based on service professional availability. Fewer service professionals are working during this time, so we'll take it on a case-by-case basis.

What if I'm worried about a service professional in my home?

We encourage you to be in another room while a service professional is making a fix to your sink, heating system, etc. The service professional may be wearing gloves, a mask, or something similar to protect themselves from contracting COVID-19. Please do not be alarmed as we are recommending this to them.

Will the common areas be open? [exclude if it's a single family home]

To protect your health and well-being to the greatest extent possible, we will be closing all common areas for events and congregation. Elevator buttons, door handles, and other commonly touched surfaces will be sanitized more frequently.

What if I can't pay rent?

Please reach out to us as soon as possible to let us know. We'll help work out the best path forward during this difficult time.

Continue to wash your hands and reach out if you need anything,

[Your name]