



June 4, 2020

Dear Valued Resident:

We do hope this message finds you well and in good spirits! 2020 has certainly started off in ways we had never imagined. Thank you for your patience while we have prepared our offices, community centers and warehouses for our teams to work safely while we all do our part to help stop the spread of COVID-19. Throughout stay at home orders, our service teams have remained on base to prepare vacant homes for new move ins, complete exterior preventative maintenance and to respond to all urgent and emergency requests.

We are happy to let you know we have restarted our response to routine requests and also our interior preventative maintenance schedule. We will be contacting residents over the next several weeks to confirm the work request, schedule if desired, and will then ask the COVID health related questions prior to arrival. If anyone in your home has answered yes to the questions below, we will re-schedule the routine work request or preventative maintenance for 14 days later;

- Are you, or is anyone in your household, ill with flu-like symptoms or have been diagnosed with the flu?
- Have you, or has anyone in your household, had a fever in the last 24 hours?
- Have you, or has anyone in your household, traveled to a high-risk area for Coronavirus transmission?
- Have you, or has anyone in your household, been diagnosed with, or exposed to, Coronavirus?

**IMPORTANT NOTE:** We must be able to make contact with you prior to our arrival even if we have permission to enter. If we are not able to make contact after three (3) attempts, with each attempt first starting with a phone call then an email, the request will be closed and the service will need to be requested again as a new work order.

We remain available to respond to any urgent and emergency requests taking proper precautions even if illness or quarantine exists. Please note our teams will always have appropriate PPE to perform the work, and we ask that all maintain social distance while the work is being performed, and that only one adult is in the work area while repairs are being made.

While we have virtual processes in place for leasing, move in, pre-move out, and move out inspections, we will be able to attend in home visit with you utilizing our in home safety protocols attached if this is your preference. As with any work request, we ask any in home visit to be performed with one adult only, maintaining safe social distance.

Finally, we ask for your patience as we work through the backlog of service requests this summer. We are committed to completing all requests with quality work, responsibly, with safety of all in mind.

Over the next two weeks, we will be evaluating and planning for amenities that can be re-opened for use. We are committed to doing this safely and with proper direction in accordance with CDC, local and base guidance. We will be maintaining our daily activities on social channels while working on scheduling COVID friendly resident events.

Thank you again for your patience. It's residents like you that make our community, a home.

# In Home Safety Process

Steps We Are Taking To Ensure Your Safety - And Ours - While Performing Work Orders, Preventative Maintenance and Other Inspections

Step  
**1**



Work Order Submitted by Resident, Preventative Maintenance or Inspection Scheduled

Step  
**2**



Team Member Asks COVID-19 Related Screening Questions - Prior to Arrival

Step  
**3**



Resident Allows Access to Work Area

- Secure All Pets
- 1 Adult Only Present in Same Area as Team Member

Step  
**4**

**6 FT**

Practice Social Distancing at All Times. Resident Should Remain a Safe Distance Away From the Work Area or Team Member

Step  
**5**



Team Member Enters Home Wearing All Appropriate Personal Protective Equipment (PPE)

Step  
**6**



For All Service Requests, Maintenance Technician Cleans the Work Area and Completes All Necessary Repairs

Step  
**7**



Maintenance Technician Cleans the Work Area Upon Work Completion