



March 17, 2020

Dear Resident:

Re: COVID-19 Precautions Update

The health and wellbeing of our residents, associates and all who visit our properties is MAA's highest priority. As the COVID-19 situation around the United States continues to evolve rapidly, we are actively monitoring COVID-19 updates from the U.S. Centers for Disease Control and Prevention (CDC). We will continue to respond based on the best advice of government officials, public health authorities and medical professionals and keep you updated on what we are doing.

In our previous letters to you, we described the steps that we are taking in response to the COVID-19 outbreak. In addition to those steps, we are taking the following temporary measures to help prevent the spread of COVID-19 and protect the health of our residents and associates.

We are closing our leasing offices to the public

In an effort to limit person-to-person contact, we are closing our leasing office to non-employees, but we are still here to serve your needs. If you need assistance, please use our resident portal, which you can access at www.maac.com or call us directly at the property's main number. If you need us after hours, please call our after-hours phone number.

Update on our ability to inform you about COVID-19 cases

We previously informed you that we would notify you if a government official advised us that there was a confirmed case of COVID-19 at your property. Unfortunately, governmental officials will not provide that information to us, which has forced us to change our policy. Because we are not able to confirm the existence of a case of COVID-19 with an official source, and out of consideration for our residents' privacy, we will not be able to notify you if there is a possible case of COVID-19 on your property.

If we believe that someone may have COVID-19, we are contacting the resident and asking them to remain in their apartment and avoid all common

areas. We also ask the resident which areas of the property they have visited during the last 72 hours and we disinfect those areas. We will assist with any requests and follow any directions received from local health officials to ensure we are following appropriate protocols to prevent the spread of COVID-19.

We strongly advise you to be proactive and diligent in protecting yourself by following the below recommendations and our other communications to you.

Be considerate of others

Do not risk getting your friends and neighbors sick. While in common areas, please practice appropriate social distancing by keeping at least 6 feet between yourself and others. If you or a member of your household is experiencing symptoms of illness, please do not enter common areas, including the leasing office.

Protect yourself

We encourage you to follow the [CDC Guidelines](#) on health and hygiene. In particular, wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based sanitizer that is at least 60% alcohol. Avoid close contact with sick people. Avoid touching your eyes, nose and mouth. Stay home if you are sick. Avoid shaking hands and cover your mouth and nose when you cough or sneeze. Practice social distancing and keep at least 6 feet of space between you and other people.

Let us know about self-quarantine situations

Some residents across our portfolio have already self-quarantined and we expect more will in the future. It is also possible that residents at one or more of our properties will contract COVID-19. If you choose to self-quarantine because you are experiencing symptoms, or are diagnosed with COVID-19, please notify us immediately. We will be supportive in this situation and take the necessary preventive steps, such as closing common areas for cleaning, as appropriate.

Use the resident portal

We have a robust resident portal through which you can enter emergency maintenance requests, pay rent, and renew your lease. Using the resident portal is a very convenient way to communicate and transact business with MAA and we highly recommend that you login to the resident portal to enter emergency maintenance requests as well as pay your rent to avoid the need to bring a check by the office.

Stay informed

For the most up-to-date information on COVID-19, please visit the [CDC Website](#) or the [WHO Website](#).

While no actions can completely eliminate the possibility of illness, please know that we are working to keep our properties as clean as possible. We appreciate everything you are doing to look out for each other in these unprecedented times.

Should you have any questions or concerns, please do not hesitate to contact the property management team. We will continue to monitor this situation closely to ensure we follow the recommended measures that promote healthy environments for all.

Sincerely,

Your MAA Team