



Dear Resident:

Re: Safety Statement II – COVID-19 Precautions Update

The health and wellbeing of our residents, associates and all who visit our properties is MAA's highest priority. 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 governments, public health authorities and medical professionals.

We would like to take this opportunity to communicate some of the steps MAA is taking to ensure continued hygienic environments at all of our communities.

- **Cross-Functional Task Force.** We have established an MAA cross-functional COVID-19 task force that meets regularly to evaluate the latest information and developments and update our COVID-19 response protocols and procedures.
- **Employees.** We are taking steps to ensure the welfare of our associates, including instructing associates who feel ill to stay home and urging all associates to be vigilant about frequent hand washing.
- **Resident Events.** Out of an abundance of caution, we are suspending all resident events and gatherings at our properties for the time being.
- **Cleaning.** We are working closely with our property teams to take extra precautions, including cleaning of common areas, paying special attention to touch points, ensuring soap dispensers are filled, and utilizing hand sanitizers and disinfectant wipes.
- **Vendors.** We are in the process of requesting that all of our vendors join us in taking appropriate precautions to prevent the spread of disease.
- **Resident Portal.** We have a robust resident portal through which you can enter service requests, pay rent, and renew your lease. Using the portal is a very convenient way to communicate and transact business with MAA and we highly recommend that you login to the portal and establish to enter service requests as well as to avoid the need to bring a check by the office.

For everyone's safety, if you may have been exposed to an individual with COVID-19 or you have been diagnosed with COVID-19 and have been asked or required to self-quarantine, please let us know through the resident portal and avoid the common areas of the property such as the leasing office, laundry room and the fitness center.

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

The best way to prevent illness is to avoid being exposed to this virus. The CDC recommends everyday preventive actions to help prevent the spread of respiratory diseases including the following:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing. 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.
- Appropriately cover your coughs and sneezes
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

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