



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.

***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 suspending our weekend office hours**

Just like you, our associates are being impacted by this unprecedented event and may need to address personal matters. To ensure we remain staffed during the week we are temporarily suspending weekend office hours. If you need assistance on a weekend, please use our resident portal or call our after-hours phone number.

### **We are proactively closing our amenities**

The CDC recommends engaging in social distancing as a critical component to slow down or halt the spread of COVID-19. As a result, schools across the country are temporarily closing or shifting to an online mode, sporting and other events with large gatherings of people are being cancelled, and employers are asking individuals to work from home. At our properties, person-to-person contact occurs most frequently in our amenity spaces. Based the CDC's guidelines regarding social distancing to prevent the spread of COVID-19, we are closing our fitness and business centers and other amenities until the COVID-19 situation normalizes.

## **We are providing emergency maintenance only**

At this time, we will not respond to non-emergency maintenance requests. We will keep track of your requests and respond as quickly as possible once the situation with COVID-19 normalizes. If you have an emergency maintenance request, please submit it through the resident portal. If you have COVID-19, or are self-quarantined, please let us know so that we can take appropriate steps to protect both you and our associates responding to your emergency maintenance request.

## **What will you do if there is a confirmed case of COVID-19 at my property?**

As the number of reported cases of COVID-19 continues to rise, the likelihood that one of our residents will contract COVID-19 increases. While no local health official has reported to us that there is a case of COVID-19 at your property, we have developed a protocol for responding to reported confirmed cases of COVID-19 at our properties.

We will contact the resident and ask them to remain in their apartment and avoid all common areas. We will also ask the resident which common areas of the property they visited during the last 72 hours. We will temporarily close and disinfect those common 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.

If local health officials notify us that a resident at your property has been diagnosed with COVID-19, we will send out another notification informing you of the situation and reminding you of the steps that we are taking to prevent the spread of COVID-19. We will not be able to identify the resident and will have other limitations in what we can share because of privacy laws.

***We are also asking all of our residents to help in protecting the health of our community.***

## **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.

## **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*