



March 23, 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.

Many residents impacted by the COVID-19 outbreak have asked what we plan to do about April rent. For now, we will be following our normal billing procedures and timing for most of our residents, and are not currently in a position to make any decisions pertaining to April rent for residents impacted by the COVID-19 outbreak. However, given how quickly conditions evolve, including efforts underway by federal, state and local governments to potentially provide financial assistance to individuals and families, we hope to have more clarity on all of these issues very soon. Ultimately, we recognize the unprecedented nature of the crisis that the country is facing and will work to be fair and equitable to all the constituents of MAA.

We strongly advise you to be proactive and diligent in protecting yourself by following the below recommendations as well as those in 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