



April 10, 2020

Dear Resident:

Re: COVID-19 Precautions Update

The health and wellbeing of our residents, associates, and all who visit our communities are MAA's highest priorities. 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.

### **April 2020 Rent Support Program Reminder**

If you have not yet paid your April rent, your account was in good standing on February 29, 2020, and you are suffering temporary financial hardship due to lost wages or compensation because of the COVID-19 outbreak, we will make payment options available to you. Please contact the leasing office by phone, email, or through the resident portal ([www.myMAA.com](http://www.myMAA.com)) to learn about these payment options.

### **Steps MAA Has Taken to Protect Our Community**

**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 to update our COVID-19 response protocols and procedures.

**Social Distancing.** For the protection of our residents, our staff, and the public in general, we cancelled resident events, closed our amenities, and are currently not allowing walk-in traffic in our leasing office. However, we are open for business. If you need assistance, please use our resident portal ([www.myMAA.com](http://www.myMAA.com)), email your property team, or call us directly at the property's main number. If you need us after hours, please call our after-hours phone number.

**Employees and Vendors.** We are taking steps to ensure the welfare of our associates, including instructing associates who feel ill to stay home,

recommending that associates wear cloth face masks while at work, and urging all associates to be vigilant about frequent hand washing. We have asked our vendors to take similar steps.

***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.

***Emergency Maintenance Only.*** At this time, we are only responding to 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 during office hours, please submit it through the resident portal at [www.myMAA.com](http://www.myMAA.com) or call the office line after hours to report the request. 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 who respond to your emergency maintenance request.

## **Steps You Can Take to Protect Yourself and Others in Our Community**

***Protect yourself.*** We encourage you to follow the [CDC Guidelines](https://www.cdc.gov) 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.

***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. Wear a cloth face mask to help prevent the spread of droplets when you sneeze, cough or speak. You can find information from the CDC on making cloth face masks at [www.cdc.gov](https://www.cdc.gov). If you or a member of your household is experiencing symptoms of illness, please do not enter common areas.

***Let us know about 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 maintenance requests as well as pay your rent to avoid the need to bring a check by the office. You can access the portal at [www.myMAA.com](http://www.myMAA.com).

***Stay informed.*** For the most up-to-date information on COVID-19, please visit the [CDC Website](https://www.cdc.gov) or the [WHO Website](https://www.who.int).

### **Warning about Cyber Criminals**

During this vulnerable time for everyone, cyber criminals and hackers are taking advantage of opportunities to maliciously leverage the COVID-19 pandemic using emails, text messages, and suspicious website domains. Be careful of scammers who are asking for money transfers or payments, personal identification information, account credentials or passwords.

Please remember:

- MAA will never ask for your resident portal password.
- MAA will never ask you to make an online payment through any website other than [www.myMAA.com](http://www.myMAA.com).

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

Sincerely,

*Your MAA Team*