



April 24, 2020

Dear Resident:

We appreciate your understanding and patience as we adjusted our operations to the unprecedented challenges surrounding the COVID-19 pandemic and various orders issued by federal, state, and local governments. In mid-March 2020, adhering to the Centers for Disease Control and Prevention (CDC) guidelines for the protection of our residents, staff, and the public, we postponed resident events, closed property amenities, deferred non-emergency maintenance requests, provided extra cleaning of common areas, and suspended allowing walk-in traffic in our leasing office. We proactively took these steps to decrease the amount of social interaction among residents and associates in an attempt to limit the spread of COVID-19 as guided by health and government officials.

As government officials now begin to initiate actions to reopen the economy, while also establishing directives to help keep the virus from re-emerging in a manner that would once again cause the country to go back into a shelter-at-home mode, we are also considering how we return to normal operations. We must consider ways to reopen safely our amenities and leasing offices and provide routine maintenance to our resident. As we developed our approach, we considered advice from the CDC and the Guidelines for Opening Up America Again. There will also be state and local advice that we will likewise follow.

Reopening our office to visitors

We will reopen our office to visitors on May 4, 2020. If you can, please contact us via phone, email or our resident portal. We encourage you to make an appointment to keep the number of people in the office to a minimum. If you are a vulnerable individual and would like to have an in person conversation but would like to stay in your apartment, please call us. We will arrange a visit and have a conversation at the doorway of your apartment.

You will notice that we have taken a number of steps to protect your health and well-being and that of our associates while in the office. In accordance with CDC guidance, we have:

- encouraged our associates to wear masks in the leasing office
- provided hand sanitizer dispensers at the front door
- reinforced appropriate social distancing by



- rearranging our office furniture
- asking our associates not to shake hands
- installing stanchions and belts as well as floor stickers
- not yet reopening portions of the leasing office such as coffee bars, clubrooms and business centers

We appreciate your understanding and following our guidelines to promote safe interactions between you and our associates.

Reopening our amenities to residents

The reopening of amenities may occur on a staggered basis at your property with some amenities opening more quickly. Recently adopted “Safer-At-Home” and similar laws control our ability to open amenities. We are committed to reopening the amenities as quickly as the law will allow. Your property team will send you a separate email with the timing of opening of the amenities at your property and new hours of operation.

Our amenities are self-service facilities and we rely on residents to follow the recommendations from government authorities to protect your health and the health of other residents. If you are using any amenity, follow these rules:

- **For the time being, if you are more vulnerable to infection or have an underlying medical condition that puts you at greater risk in the event you contract COVID-19, we recommend that you avoid using the property amenities.**
 - If you are a vulnerable individual, you should continue to shelter in place.
 - Members of households with vulnerable residents should be aware that by returning to environments where distancing is not practical, they could carry the virus back home.
- **Maximize physical distance from others.**
 - Remain at least six feet away from other people.
 - Avoid using the amenities when more than 10 people are present unless you follow precautionary measures.
- **Practice good hygiene.**
 - Wash your hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
 - Avoid touching your face.
 - Sneeze or cough into a tissue, or the inside of your elbow.
 - Disinfect frequently used items and surfaces as much as possible.



- Strongly consider using face coverings while using the amenities or common areas.
- **If you feel sick, please do not use the amenities.**
- **Use of pool or fitness equipment.**
 - If you are using fitness equipment, please wipe down the equipment with a disinfecting wipe both before and after use.
 - Please do not move pool chairs, which we placed at least 6 feet apart from each other to promote social distancing.
- **Please follow the rules and regulations on the amenity signs**

Resident Events

Because of current CDC and local government guidance recommendations to avoid groups of more than 10 people, we are not yet resuming resident events but plan to do so when more government restrictions lapse.

Maintenance Requests

Beginning on May 4, 2020, we will again respond to routine maintenance requests. Please submit your maintenance requests through the resident portal (www.myMAA.com) or call the office. When arriving at your apartment to perform maintenance, our associate will ask you three questions before entering your apartment:

- Have you tested positive for COVID-19 or have you been tested for COVID-19 and are awaiting results?
- Have you come into close contact (within six feet) with someone who has had a laboratory-confirmed COVID-19 diagnosis in the past 14 days?
- Do you have a fever (greater than 100.4 F or 38.0 C) OR symptoms of lower respiratory illness such as a cough, shortness of breath, difficulty breathing or a sore throat?

Our associate will be wearing a mask and gloves while inside your apartment and performing maintenance. We have asked our associates to stay at least six feet away from all residents while performing maintenance in an apartment.

We truly appreciate your patience as we begin to reopen our offices and amenities. Please follow the guidelines listed above for the health and well-being of all of our residents and our associates.

Sincerely,

Your MAA Team