



May 14, 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 and local economies are reopened, 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.

Website Resources

Our [Resident Resource Page](#) includes helpful reminders, preventive steps, and links to websites describing a variety of assistance that may be available to you and your family.

May 2020 Rent Support Program Reminder

If you have not yet paid your May rent, your account was in good standing on March 31, 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) to learn about these payment options.

Steps MAA Has Taken to Protect Our Community

Social Distancing. Our leasing offices are open. 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.

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 (or requiring that they be worn if mandated by law), 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.

Maintenance Requests. We are responding 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 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.

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

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.

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 six 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. 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. 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 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.

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

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.

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