

COVID-19 FAQ

- *How do I contact the office?*

As we continue to monitor the developments with the 2019-nCov Coronavirus in many areas, we are modifying certain services to assist everyone in staying healthy. While our office may be closed, we are still here to help you during regular business hours. You can contact us by telephone, or email us directly through our website. We look forward to assisting you.

- *Can I tour an apartment?*

Yes, we are currently offering several options for you to safely tour your new home. 3D Scans, and/or video tours are available on our website or can be emailed directly to you. Virtual walk through options through Facetime/Google Duo may also be available. If you are interested in doing an in person tour of the community, please contact the leasing office and speak with a leasing team member to see what options are available at this time.

- *How do I pay rent?*

Online resources and the resident portal through our website is available for you to pay your monthly rent. Some of the online payment fees may be waived at this time to help ensure a safe environment. Please contact the leasing office to learn what options are available to you at this time.

- *When will the common areas open?*

Currently, all common areas remain closed according to state-specific guidelines and for community safety. Once these guidelines have been lifted, common areas will reopen for your enjoyment. Thank you for your patience.

- *Are maintenance requests available?*

Yes, Emergency maintenance requests will continue to be addressed by our well-trained maintenance team. Emergency work order requests are those that impact the life and safety of our residents and staff which include flooding, fire, electrical, gas, and essential appliances such as refrigerators, stoves, and AC units.

Non-emergency/cosmetic work orders will remain in the queue and be responded to in the order they were received once the state of emergency has been lifted.

In any event, we are required to confirm no one is sick with flu-like symptoms in the unit before completing the request. If you are ill, please understand we will not be able to complete your request until a later date, and you inform everyone in the household has been symptom-free for at least fourteen days. If we do not hear back from you, we will follow up to check your health status, maintenance needs, and schedule a maintenance visit.

- *What is considered an emergency work order?*

Several items are tended to if needed including; lack of hot water, electrical power outage, water leaks, broken windows or doors, stove or refrigerator not working, toilet overflowing, AC not cooling with the

outside temperature over 82 degrees and heater not heating if the outside temperature is below 65 degrees. Regardless of the work order, we ask that you still contact the office as we may find a solution to your concern.

- *How do I receive packages or deliveries?*

While the leasing office is not receiving packages at this time, deliveries are being made by the carriers directly to apartment doors or *if available* are delivered to designated parcel lockers. If you are not sure where your package was left feel free to contact the carrier directly, or reach out to the leasing office for details.

- *What can I do to help?*

While we all work together to work through the ever-evolving scenario, we have implemented a “no handshake policy” to help prevent the spread of germs. In case of an emergency, we ask that residents confirm we have the correct information on file, such as your current phone number, employer, employer’s phone number, as well as your emergency contacts.

Some Key Points to Remember

- If you are sick, stay at home
- Emphasize respiratory etiquette and hand hygiene (i.e., cover nose and mouth when coughing, wash hands regularly with soap and warm water for 20 seconds, and use alcohol-based hand sanitizer when soap and water are not available.)
- Clean and disinfect frequently touched objects and surfaces using a household cleaning spray or wipe.