

March 13, 2020

TO: Our Valued Residents

RE: Important Community Notifications- Updated Information on Coronavirus 2019 (COVID-19)

Preferred Apartment Communities, INC (PAC), has been closely monitoring developments on the Coronavirus (COVID-19). Currently, the management team for PAC is not aware of any confirmed cases at any of our communities or with our associates.

In the event of a COVID-19 diagnosis at one of our communities or with one of our associates, the PAC response plan would include immediately contacting the CDC and local federal health authorities. All other response measures will vary, depending on the severity of the outbreak and the guidance specific to their communities.

Since the intensity of an outbreak may differ according to geographic location, local health officials will be issuing guidance specific to their communities.

Local Authorities Response Plan options include, but are not limited to:

- Immediately contacting applicable health authorities
- Possible property quarantine measures
- Possible leasing office closures
- Possible remote work and/or modification of schedules for the leasing office
- Communication to relevant parties (residents and associates)
- Travel guidance/restrictions

As a reminder, there are some everyday measures you can take to prevent spreading or contracting the virus. The CDC recommends the following:

- Stay informed- the CDC is updating its website daily with the latest information and advice for the public. ([www.cdc.gov/ncov](http://www.cdc.gov/ncov) [cdc.gov])
- Wash your hands often with soap and water, for at least 20 seconds (wash fingertips well)
- Avoid touching your eyes, nose, and mouth.
- Avoid close contact with people who are sick.
- Stay home when you are sick, and keep sick children home as well
- Cover your cough or sneeze, then immediately discard any tissues
- Clean and disinfect frequently touched objects and surfaces

PAC will also be performing routine environmental cleaning with disinfecting products in all common areas. PAC will be closing all fitness centers and other inside amenity spaces.

MAINTENANCE SERVICE REQUEST:

For the foreseeable future, PAC service team members will only be performing emergency maintenance repairs in occupied units. The list of emergency maintenance repairs are as follows:

- Repairs involving fire alarms, & smoke alarms
- Any water leak (other than into a sink or tub)
- Report of mold
- Gas leaks
- No electricity
- Sewer stoppage
- NO HEAT (if temp is to go below 55 degrees)
- NO Air Conditioning (if temperature is above 65 degrees)
- Refrigerator not working
- No HOT WATER
- Toilet stopped up
- Stove not working
- Stopped up sinks
- Entry gate repairs
- Anyone trapped or locked out on their balcony
- Elevators
- Garage door inoperable

In addition to normal service requests, the following will be performed during business day office hours:

- Windows inoperable
- All service requests outside of an occupied apartment
- No heat or air conditioning regardless of outside temperature
- Garbage disposal repair
- Bathroom exhaust fans
- Any inoperable appliance

When a service request is submitted, a property team member will ask three questions, either when a service request is called into the leasing office, or prior to entering an apartment where residents are present.

1. Has anyone in the apartment home traveled internationally within the last four weeks?
2. Does anyone in the apartment home have a fever?
3. Is anyone in the apartment home taking care of someone who has been sick?

If the answer is, “YES” to any of the three questions then maintenance may (politely) refuse entry into the apartment and then a qualified, third-party vendor will handle the work order.

#### AMENITIES CLOSED:

In accordance with the CDC’s guidelines regarding social distancing to prevent the spread of Coronavirus, the fitness center and other amenity areas are currently closed as a proactive measure to further this effort. Some common areas will remain open, but we encourage all residents to follow the CDC guidelines before and after use.

#### LEASING OFFICES:

Until further notice, our community leasing office hours will be as follows:

Monday through Friday - As Posted

Saturday – 12:00 pm to 5:00 pm

Sunday - Closed

Our team will use gloves for all package handling.

All coffee services and resident events are suspended until further notice.

**COMMUNICATION:**

If you have any questions, we encourage you to email the leasing office or General Manager and follow us on Facebook and Instagram for updates.

Additionally, if you believe you have been exposed to COVID-19, you should immediately contact your health provider and local health authorities.

Preferred Apartment Communities greatly appreciates your residency and look forward to serving you in the future.