

TO: Our Residents

RE: Proactive Operating Measures Relating to COVID-19

The World Health Organization (WHO) has announced a global pandemic caused by the COVID-19 virus, and as you know, this is increasingly affecting our normal way of life. We at Preferred Apartment Communities (PAC) have always been committed to doing everything we can to guide and protect our residents and associates and certainly, now more than ever, in the face of these challenges.

Along with enhanced cleaning protocols that have been implemented at all our communities, the CDC and WHO are advising that social distancing is the most effective method we can currently utilize to slow the spread of the virus. Therefore, effective tomorrow, March 19, 2020, we will temporarily be closing the doors of our community offices to in-person traffic and will use alternative methods of communication to include telephone, email, resident portal, and website for all resident and prospect needs.

Our decision to close our doors to the public was not an easy one but was made out of concern for the health and safety of our residents and associates. Our personal interaction with you is the best part of our day and we plan to do everything we can to provide you with the communication and service that you have come to know and expect from our PAC team.

As a part of our virtual platform, we will be offering tours and full on-line leasing and renewal capabilities, and as a reminder rental payments and emergency service requests can be conveniently submitted through your community resident portal. In addition, we will be increasing our postings on our Facebook and Instagram social media channels that will include community highlights, weekly resident on-line challenges and games, and other interesting information.

As a reminder, our fitness centers, pools and other non-essential amenity spaces will remain closed until further notice and our service teams will only be performing emergency service requests in occupied apartments. Your community team members will be communicating with you regarding package pick-up procedures.

This temporary closure of our office doors in no way impacts our commitment to provide Five-Star Service to our residents. As always, we're here to serve you, so please do not hesitate to reach out if we can be of assistance.

Sincerely,

Kimberly Hodge

Kimberly B. Hodge
Executive Vice President
Chief Property Management Officer