

DATE: March 11, 2020

RE: **Coronavirus (COVID-19) Update**

Dear Residents:

<*Company name*> is committed to the health and safety of our employees and our residents. In the wake of the growing concerns related to the Coronavirus (COVID-19), we've received questions from our residents seeking more information pertaining to the virus, as well as, resources to better understand the potential impact on our lives. We are working with our onsite teams to increase the cleanliness cycles of high-traffic surfaces and areas such as common space door handles, gym equipment and other amenity spaces; as well as, continuing to evaluate recommended best practices to ensure the safest environment within the common elements of your community.

The National Centers for Disease Control and Prevention & The World Health Organization recommend the following preventative actions:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask.
  - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
  - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

In addition to the above, we recommend monitoring both the National Centers for Disease Control and World Health Organization website. Both contain a wealth of information that will help understand the virus, prevention tips, and how it may impact your life.

- National Centers for Disease Control  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- World Health Organization  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Although local nor state public health authorities have recommended any additional preventative measures nor indicated business impacts, we are developing internal contingency plans to be ahead of the hopefully unlikely, but potentially possible, future of this growing concern. As information continues to be released, we will be operationally prepared and will distribute any updates on how internal operations may be impacted.

Please join me in wishing everyone health while we navigate these uncharted waters together.

Sincerely

Your Community Management Team