



March 13, 2020

Dear Community Member,

As promised we are continuing to provide updates regarding COVID-19 as they become available. It is amazing how much things can change in only a couple days! We are doing our best to keep up, and in an effort to keep you informed, please read below for updates on changes to our procedures:

1. We are taking the following steps toward CDC recommended *social distancing**:

- **All community events are cancelled until further notice.**
 - To avoid large groups gathering and potentially spreading illness, please know that all community events will be cancelled or postponed until further notice.
 - We request that all resident gatherings on site be limited to small groups and keep the CDC social distancing guidelines in mind.
 - **For communities with meals:** Meals will be provided “to-go” only. This decision is in line with recommended guidance we have received from our local emergency response officials

- **Management Staff is being asked to work remotely at least 1 day/week.**
 - This approach is two-fold: 1) to prepare for the possibility of a more permanent remote work requirement, if a community has an outbreak or other issue arises; 2) further the efforts of social distancing to avoid the spread of illness.
 - As things change, staff may begin working remotely more days per week.

2. Resident Maintenance Work Orders

- As of now, our maintenance staff will continue to be on-site regularly. However, due to these extenuating circumstances, you may see some delays in maintenance work orders. Work orders will be prioritized based on urgency, and non-emergencies will likely be delayed. Please bear with us as we work get work orders completed as timely as we can.

- To protect Summit staff and our residents, we have instructed all maintenance technicians to verbally ask residents a series of questions prior to entering apartments for work orders. These questions come from our state health officials and maintenance personnel will only be able to perform emergency work at apartments with residents who are actively sick. We may need to delay or postpone work orders if other risk factors are present.

***Social distancing** is avoiding mass gatherings, staying out of crowded public places where close contact with others may occur, such as shopping centers, movie theaters, stadiums, and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

How can you help?

1. Encourage family and friends to avoid visiting your community unless absolutely necessary.
2. Encourage and implement SOCIAL DISTANCING, especially if you feel ill, until we hear otherwise.
3. Continue to follow CDC guidelines by washing your hands regularly, minimize contact with others, and sanitize your personal space to prevent the spread of germs.

Please don't hesitate to reach out to your Community Manager with questions or concerns.

Sincerely,

Tom Getz
Co-Owner, CEO
Summit Properties