



## COMMUNITY UPDATE: MARCH 18, 2020

Dear Community Member,

I hope you are all hanging in there in these rapidly changing times. As I'm sure you are aware, guidance is changing almost every single day and Summit is working hard to make sure our communities have all of this information and resources they need to stay safe. We have instituted a number of measures to ensure that key services continue at all of our communities and will continue to update these policies on a daily basis.

Although this is a hard time for all of us, I want to thank each and every one of you for the support you have shown for each other and our employees in the past few weeks. While we are all being forced to spend more time alone, we are nonetheless going to get through this together. For the time being we may not be able to shake hands or give a hug, but we can all give a smile and word of support. We must all find ways to keep that human connection that makes us a community, and Summit will continue to work to support you in any way we can!

Below is a list of measures Summit has already implemented, as well as additional measures we are instituting immediately.

### 1. ALREADY IN PLACE: Preventing the spread of illness

- **Increased cleaning and sanitizing in common areas**
  - Daily cleaning, a minimum of 5 days per week, by vendors and maintenance staff of front entry ways, lobbies, elevators, manager's office, laundry rooms, and more.
- **Stopping all non-essential visits**
  - At this time Summit is greatly discouraging all non-essential visitors at all communities. Signs have been posted asking visitors to consider whether they could postpone their visit and to please stay away if they are experiencing any symptoms associated with Covid-19. Summit understands that certain visits are necessary, especially if health related, but please do what you can to limit your number of visitors.
  - Please also be aware that all non-essential visitors may be completely restricted at some point in the near future. I'm sure you have seen news of mandatory shelter in place requirements both in the United States and internationally. As of now the guidance is to greatly discourage non-essential visitation, but please be prepared for greater restrictions.
- **Screening questionnaires for ALL vendors and visitors at our communities**
- **Additional paid sick days and leave days for employees impacted by Covid-19**
- **Continued emphasis on following CDC and health department protocols**

- Increased hand washing and staying home if any symptoms arise.
- **All Visitors and Vendors Are Required To Use the Main Entrance At Each Community**
  - This policy has been implemented to keep everyone safe. Our cleaning teams are working hard to sanitize all high touch areas and we are doing what we can to make sure that everyone who enters our community is an essential visitor. Many communities have reported that folks are following this protocol, but some still report usage of other doors by visitors. Please help us in informing your visitors that they must use the main entrance at your community.

## 2. ALREADY IN PLACE: Steps already taken toward *social distancing*

- **All community events are cancelled 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 are being provided “to-go” only.
- **Management Staff is being asked to work remotely at least 1 day/week.**
  - Managers are being asked to work remotely 1 day/week to be prepared to continue operations in the event that more restrictive remote work measures are required.
  - Maintenance staff will remain on-site but are required to maintain social distancing measures with all employees, vendors and residents and minimize face-to-face interactions.

## 3. ADDITIONAL MEASURES: Effective immediately

- **Eliminate “in-person” office hours**
  - Summit is committed to being available to our residents and management will be available to answer all resident questions and provide information and updates. However, effective immediately and in order to follow CDC guidelines limiting face-to-face contact, all office hours will take place via phone or video chat.
  - If you need to contact your community manager and maintenance supervisor, please email or call during their posted office hours. Management and maintenance offices will remain locked, but managers and maintenance will be on-site in order to maintain operations and address essential issues.
- **Essential Maintenance Work Orders Only**
  - Work orders will be prioritized based on urgency, and non-essential work orders will be postponed until further notice.
  - “Essential” work orders include anything that maintains your home as safe to live.
  - All residents will be asked screening questions prior to entering your apartment, so please expect a phone call if you submit an urgent maintenance request. Maintenance staff will be asked to maintain a 6’ distance during work orders and to follow health and sanitizing protocols.
- **Asking all people in our communities to maintain 6 ft distance from anyone you interact with, including Summit staff and other residents**
- **Limiting Common Room Access and Shared Items**

- Summit understands that it is important for residents to have access to key common areas such as common computers for those who have no other computer access, exercise rooms, and a small amount of common space to access while also maintaining social distancing. However, it is also important that we limit the amount of areas that are being accessed so that our cleaning teams can have the best chance possible of sanitizing all spaces that are being used. Therefore, Summit will be closing some common spaces at each community and we ask your help in staying out of closed areas.
- Likewise, Summit does not have a feasible way to keep communal items such as group puzzles, pool tables and equipment, remote controls and other similar items sanitized. Therefore, in order to reduce the spread of germs through communal activities, Summit will be removing these items and/or restricting access to these areas. Although we know these are important items in folks' daily routines, we hope you understand the balance Summit is seeking to achieve between keeping our community safe.

Thank you all and please don't hesitate to reach out to your Community Manager with questions or concerns.

We will be in touch with additional updates as things change.

Sincerely,

Tom Getz  
Co-Owner, CEO  
Summit Properties