

Tenant advisory

Your safety, health, and well-being are of the utmost importance to us. We understand that there are many concerns around COVID-19 and we want to assure you that we are doing all that we can to protect our [residents/tenants/employees] and prevent the spread of disease. We are committed to doing our part to keep you healthy and will continue to communicate any changes in service to you as quickly as possible.

In addition to our existing cleaning, disinfecting, and maintenance policies, we are also taking the following measures:

Cleaning and education

- Increased frequency and deep cleaning of hard surfaces in common areas – countertops, doorknobs, and the like.
- Increased hand sanitizer dispensers in the lobby and other common areas, including frequent maintenance to ensure the dispensers remain operational.
- Additional signage posted to educate you on how to prevent the spread of infection.

Staff precautions

- All staff is equipped with masks, disposable gloves, and disinfectant and are instructed to discard gloves and masks after each use (such as after cleaning).
- All staff are trained on infection prevention and control measures.
- All staff are cross-trained to ensure critical building functions are maintained in an emergency.
- All staff are instructed to stay home if they are feeling sick.

Communication updates

- We are increasing the frequency of electronic communications – such as text messaging, email, and social media notifications to eliminate unnecessary touching of frequently used hard surfaces.

Building operations

- We've reviewed business continuity plans with all staff and external vendors to ensure critical functions continue to be met in the event of staff absences. Preventing a pandemic is everyone's job. You can help us prevent the spread of infection by doing the following:

(For commercial tenants)

- Develop a business continuity and pandemic plan to prevent the spread of infection in your office and support your business operations in the event of increased absenteeism.

- Provide employees with sanitizing products for their own workspaces or other personal protective equipment.

- Educate employees and visitors on the importance of proper handwashing or using hand sanitizer.

- Recommend that employees stay home when sick.

- Communicate with your property manager if your pandemic plan depends on us to perform specific functions so we can determine if we can fulfill your requests.

(For residential tenants)

- Wash your hands frequently - especially after touching doorknobs or pushing elevator buttons - and follow proper hand-washing procedures:

- o Using warm water and soap, wash hands for 20 seconds.

- o Use hand sanitizer with at least 60-95% alcohol.

- If you feel ill, stay in your unit and let building management know you are feeling sick by (texting, calling, or emailing) us at (**insert contact info**). Separate yourself from other residents and pets.

- o If you need to leave your unit to go to a doctor, please wear a mask over your nose and mouth (or in the absence of a mask, use a scarf or handkerchief) and disposable gloves. Discard these items upon return and/or wash immediately.

- o Any co-residents should use a face mask and or gloves when in the same room as you.
 - o Do not use public transportation, ride sharing, or taxis.

- o Do not enter any public areas in the building.

- Before leaving to go to the doctor, call ahead to let them know if you may have been exposed to a virus.

- Cover your coughs and sneezes with a tissue and discard immediately in a lined trashcan and wash your hands immediately afterwards following the steps noted above.

- Do not share personal items (dishes, utensil, cups, bedding, towels, etc.)

- Clean all high-touch surfaces every day. Keeping the lines of communication open We are monitoring information from the World Health Organization (WHO) and [**insert local/national public health agency**] for updates.

We will continue to be proactive and transparent in our communication to avoid panic, misinformation, and ensure your expectations are managed. Preventing a pandemic from affecting our building is our job, as well as the job of all our

tenants/residents, and we thank you all for doing your part in preventing the spread of disease.

If you need more information, we recommend the following resources for the most up to date news and developments related to COVID-19:

- [*Placeholder - resource #1*]
- [*Placeholder - resource #2*]
- [*Placeholder - resource #3*]

**Options: BOMA, IREM, National Apartment Association

Contact us with questions at [*phone*] or [*email*].