

# United Communities

## COVID-19 Status

Updated October 1, 2020

As we continue to adapt to the changes due to the COVID-19 pandemic, we will continue to keep our community updated to best serve our residents at this time.

Our team has been monitoring the all developments provided by the state and corresponding health agencies. We are committed to the health and safety of our residents within the community. In order to help prevent the virus from spreading, we will be continuing recommendations from the Center for Disease Control (CDC) and the World Health Organization (WHO). Therefore, the following changes are still in effect-

- Temporarily suspension of current future community center or clubhouse reservations into the 2021 year
- Transitioning to online only or one on one move in/out briefings.
- All common area facilities will be closed until further notice. These facilities include but are not limited to the community centers, Self-Help Maintenance. Playgrounds reopened on July 10th. Social distancing is still required and facemasks are recommended if you cannot maintain 6 feet of distance from someone else.
- All community events will be postponed until the 2021 year
- All offices will be closed to walk-in visitors. All scopes of business can be completed online or over the phone and we encourage you to do so. Leasing Office:609-723-4290 24hr Maintenance:609-724-0500
- United Communities fitness centers reopened with restrictions on September 28<sup>th</sup>
- Notify our office if you are on a medically directed or voluntary quarantine so that we can instruct our maintenance staff accordingly in case of an emergency repair.

Lastly, all maintenance services will be limited, and all requests will be evaluated for completion. If the request is not urgent in nature, please do not submit. If a non-urgent request has been submitted, it may be placed on hold until the concerns about an outbreak of COVID19 have subsided. Maintenance will continue to respond to all Emergency service requests. Maintenance will also deliver parts to residents willing to make less involved repairs such as light bulbs, air filters, and hardware replacement.

Please note that when receiving your maintenance request the Maintenance Team wanted to share with you the additional safety precautions, we are taking due to COVID-19:

1. Prior to arrival, the maintenance technician will call and ask if you or anyone in your home is on quarantine or has any symptoms of COVID-19. If so, we will reschedule the work order for a future date.
2. When the maintenance technician is in the home, we ask that you are in a different room or outside of the home. This will help ensure social distancing is taking place. If social distancing does not take place, we have instructed the maintenance technician to leave the home.
3. All maintenance technicians will be wearing masks or other face protection while in your home.
4. The maintenance technician will wipe down surfaces they may have touched once the work order is complete.

We thank you for your understanding as our maintenance team works on completing your maintenance request.

Our Leasing Office is currently closed to guest, but we are here to help you! We are now offering virtual and self-guided tours to better serve you and your moving needs. Contact us today to set up an appointment with a Relocation Team member. 609-723-4290 or [lease@ucmdl.com](mailto:lease@ucmdl.com)

Per the Joint Base Fire Department effective immediately, all fire briefings held at the Saxton Community Center and JB MDL Fire Department are canceled until further notice.

We will continue to provide updates and details on our website, social media pages and Constant Contact emails. We urge all residents to review and sign up for our email list on the resident portal. If you are looking for more information about the COVID-19 Virus, these websites have the most up to date information: <https://www.cdc.gov/> (Center for Disease Control) <https://www.who.int/> (World Health Organization)

Thank you in advance for your anticipated cooperation!

United Communities Management Team