

We're writing today to advise you that management is continuing to closely monitor the COVID-19 outbreak, commonly known as coronavirus, and to provide you with updates based on the latest information and guidance from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), as well as state and local public health officials.

Currently, there are no known COVID-19 cases in any of our apartment communities. However, as of March 12, 2020, there are small handful of confirmed cases in the state of Illinois. To be on the safe side, mitigate the risk of transmission and minimize the chances of seeing cases in our communities, we will immediately begin implementing the following procedures for the benefit of our resident families.

- Until further notice (at least the next 30 days), we would ask you to complete as many of your normal transactions with the management offices as possible electronically. This includes rent payments and work orders.
- We are advising all of our management teams to stay home if they are sick. While this may cause some staff shortages and temporary inconveniences or delays in work orders, we believe it will be in everyone's best interests. Of course, any emergency situations will continue to be handled promptly when possible.
- While we love the sense of community that our resident events provide, out of precaution we are suspending all such resident activities until further notice.
- We are expanding normal cleaning services and having them performed multiple times daily for all common areas.
- In an advisory capacity, we are asking all residents for their cooperation in the following ways:

1. If you have elderly parents living with you, it may be advisable for them to self-quarantine for the time being if showing any symptoms of illness.

2. If you are experiencing a cold or illness, please take preventative measures and stay at home. If you absolutely need to contact the management office, please call or email the property manager.

3. If you're making use of any of our amenities, please wipe off all equipment BEFORE and AFTER using it. As of this writing, we have not changed our normal amenity hours, but this could change at our discretion.

4. In your best interests, you are advised to wash your hands often for 20 seconds at a time and frequently clean all touched surfaces of your home daily. This includes doorknobs, cabinets, appliance handles, computers, TVs and phones.

It's our sincere wish that these steps will prove to be very temporary and we will all be able to quickly return to normal everyday activities.

Thank you very much for your cooperation. Of course, if you need anything at all, continue to get in touch with your local property manager.

We will be updating this resident information weekly. Be sure to check our resident portal and social media sites as well. In the meantime, here is a link to the latest information from the CDC (Centers for Disease Control and Prevention).

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>