Dear Resident,

We are writing today to ask for your patience regarding our decision to close our amenity spaces and to suspend group gatherings at all of our sites.

Most of our awesome resident family has proven to be totally supportive and in agreement during these very challenging times, even as we as an industry and a company, are just trying to figure it all out as best we can.

Thus, we're asking everyone again, to please understand that in most cases the decisions we are making are the result of directives by federal, state and local authorities, and it is our responsibility to comply. But in addition, we feel it's also the *right thing to do!*

Our offices remain open and we are here to help, but there will undoubtedly be times when normal services are delayed and prioritized for the good of all. Please try to be patient and please treat our site teams with respect.

On the subject of our amenity closures, we are certainly not trying to seem uncaring or inconsiderate. We're genuinely sorry that these steps have even become necessary, and we certainly understand that they are inconvenient. But please know, a lot of thought has gone into our actions. Ownership has the legal right to make these adjustments, but in all honesty, we feel it's also our responsibility to our residents and site teams. We took these actions because we care about each and every one of you, and again, we believe it's just the right thing to do.

Everyone - residents, staff members, vendors and owners have to pull together during this challenge, and we have every confidence that all of our communities can do this with kindness, care and concern for the common good.

Sincerely,

Management

We've included some helpful links for the latest information regarding some of your most frequent questions:

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

https://www.dailymail.co.uk/news/article-8098445/Gyms-confirmed-high-risk-location-coronavirus-spread.html?fbclid=IwAR2aTuRMPTEd4wvyD4wY42fGOfH_1C_XNH_Hxu0RipUo9REUk9ZtYfo0KkU