

At Harbor Group Management Company, the health and safety of our residents and staff is one of our top priorities. We are following updates on Coronavirus (COVID-19), including guidance from the Centers for Disease Control (CDC) and World Health Organization (WHO). When necessary, we are taking the appropriate actions.

### What We Are Doing

#### **Our Communities**

Our Executive and Operational Leaders are meeting daily to review all available information and make decisions to maintain the best possible community operations. As those decisions are made, we will communicate them on our website, via email to our residents and team members, and on social media when appropriate.

#### **Staffing and Office**

Our office and maintenance teams are working their normal schedules and shifts, but the office is open by appointment only. We ask that you call or email to schedule an appointment before coming into the office. Please note prior to any appointments, residents will be required to answer a brief questionnaire.

#### **Amenity Spaces & Community Events**

Following CDC and local guidance, the fitness center and other shared amenity spaces are temporarily closed. Reserving common spaces will not be permitted until further notice. Pet parks, if available in your community, will be open and accessible as will playgrounds. However, social distancing is recommended by the CDC. Since group events are discouraged, we will be canceling all community events until further notice. That said; we can't wait to resume these important social events in the coming weeks or months.

#### **Maintenance Requests**

We ask that you please limit your requests to emergency maintenance items only. As always, each resident's service request is logged. Emergency requests will be addressed immediately, and non-emergency requests will be addressed at a later date. Prior to any in-unit maintenance visits, residents will be required to answer a brief questionnaire.

#### **Resident Renewals and Expiring Leases**

Moving can be stressful & expensive in the best of times. To our residents whose lease terms are expiring, we want to reassure you that we are here for you. We recognize that the current environment may present challenges to relocate to another location. We welcome the opportunity to review your plans and will work with you to extend your lease wherever possible.

Thank you for your patience during this difficult time. Here at Harbor Group Management Company, we are a workplace family and we believe that includes our residents. Together we will get through this.