



March 18th, 2020

Dear LynCo Residents,

With the continued escalation of COVID-19, we want to communicate our company's precautionary measures to help reduce the risk of spreading this virus. LynCo team members will very cautiously continue to our daily cleaning procedures in the clubhouse. We are being more cautious to include extra sanitization and disinfecting. We have set some guidelines below, as best practices for our team members and residents. We are asking everyone to take responsibility for themselves and their families by adhering to the recommendations sent out by the CDC and World Health Organization.

PROPERTY AMENITIES:

At this time, all fitness centers, community room(s) & business centers will be closed until further notice. We are requesting limited use of the dog parks.

CONTACT WITH OFFICE STAFF

As residents enter the leasing office, we strive to provide you with great customer service by greeting you with a smile at our leasing desk. During this time, we believe it is necessary to greet you with a smile while demonstrating social distancing. In efforts to keep a healthy space in between people and to lower the risk of sharing germs, we have displayed signs that say "No Offense, it makes sense", outlining that we are not shaking hands at this time and "It's great to meet, let's talk at 6 feet".

All preventative maintenance has been postponed until further notice. If your apartment is in need of an air filter in the meantime please contact your management office. Please check your apartment smoke detectors and if you need a battery please let us know.

RESIDENT COMMUNICATION

At this time, we are asking that you please pay rent and complete work orders online through our portal as much as possible. If you have not used our online portal before a notice will be left on your door with your portal account number to login. If you do not have access to the portal, please call the office or leave a message in the night drop. This will limit unnecessary contact and lower the risk of sharing germs. If rental assistance is needed, United Way has a COVID-19 Community Relief Fund. They may be able to help with bills, rent and food. You can contact them at 1-866-211-9966.

Prior to us entering your unit, our team members will ask you if you or anyone in your home has been sick or experiencing symptoms relative to COVID-19. Your transparency and honest answers are very important to help keep our team member(s) safe at work and lowering the risk of sharing germs with other resident(s). If you or your occupants have been experiencing symptoms such as fever, coughing, shortness of breath or have tested positive for COVID-19, we will not be entering your unit until you or your occupants/guests are symptom free for 14 days and/or cleared by their health care professional. Work orders will be handled according to priority. If there is a maintenance emergency inside your home and you have been experiencing symptoms or have tested positive, please call our office directly and we will prepare a plan to handle your maintenance emergency.

The most important item we ask for is communication & using prevention measures in order that we can help assist in lowering the spread of this virus throughout our communities and between team member(s). We have included trusted resources (links) to help you understand how you can help control the spread of the coronavirus. (For general information, please visit [World Health Organization](#) and the [CDC](#). If you have questions or concerns about the information, you should address them with local health officials & the CDC.)

We want to thank each one of you for being proactive and taking the appropriate steps to help keep yourself healthy. We are watching the situation closely and will continue to communicate as new information is available.

Sincerely,
LynCo Management