

Dear resident,

Providing a safe dwelling has always been our solemn duty, and this commitment to safety is amplified during the era of novel coronavirus (COVID-19). We felt it was incumbent upon us to inform you a resident in our community has tested positive for the coronavirus, and recommend your household take common sensible, reasonable precautions to protect yourselves.

Out of privacy concerns, we cannot reveal the identity of the infected tenant or the rental unit where the virus was detected, but please be assured that we have advised the tenant on necessary steps and we have also reached out to our local health officials for advice on remediating the situation.

Moving forward

Now is not the time to panic or take drastic measures, but to be safe and become educated. The CDC has a wealth of information online at [CDC.gov](https://www.cdc.gov). The agency advises washing your hands often with soap and water for at least 20 seconds, use a hand sanitizer that contains at least 60% alcohol, avoid close contact, clean and disinfect touched surfaces daily. These precautions are not exhaustive and again, we recommend availing yourself of many online resources the CDC provides. For our part, we will be increasing our cleaning regimen in common areas and high-touch surfaces, using recommended disinfecting agents.

What to do if you are sick

It is recommended that you stay home and call your doctor's office to report your symptoms. It is advisable to avoid public transportation and separate yourself from other people in your apartment. It is always prudent to cover your coughs and sneezes and clean your hands often. If a facemask is available, you should wear one when you are around other people and before you enter a healthcare provider's office. It's a good idea to call ahead to your medical provider unless your illness is worsening (for example, if you have difficulty breathing.) You can also seek the guidance of local health officials by calling the _____ Department at _____, or visiting their website at _____.

IF APPLICABLE - closure of amenities, common areas, etc.

Out of an abundance of caution, the gym/pool/community lounge, etc, will be closed until further notice. We apologize for the temporary inconvenience but we reaffirm that safety is our top priority.

IF APPLICABLE - alternative rent payment methods

To minimize contact, we kindly ask you to continue paying rent online or use the deposit box.

We have full confidence we will get through this together, and urge you to contact us by phone or email with any questions. Thank you for your patience and increased vigilance during this time.