

**ON-SITE OFFICES**

**PHASE 1 – SAFER AT HOME**

- Masks required for employees, vendors, residents, and prospects
- **June 15th** - Open M-F 9-6 daily on rotating schedule (Saturday & Sunday hours are property specific)
- **Week One** - Open to Residents by private appointment only. Virtual appointments are encouraged
- **Week Two** - Open to Residents and Prospects by private appointment only. Virtual appointments encouraged
- Cleaning Service Daily
- Completed checklist must be left in office and reviewed by Property and Assistant Property Managers

**CURRENT – PHASE 2 – THE TRANSITION**

- Masks required for employees, vendors, residents, and prospects
- Open M-F 9-6 daily on rotating schedule & Saturday from 10-5
- Open to residents and prospects with no appointment necessary
- Virtual appointments available
- Cleaning Service Daily
- Completed checklist must be left in office and reviewed by Property and Assistant Property Managers

**PHASE 3 – THE NEW NORMAL**

- Open to residents and prospects with no appointment necessary
- Virtual appointments available
- Cleaning Service Daily
- Completed checklist must be left in office and reviewed by Property and Assistant Property Managers

**INDOOR AMENITY SPACE**

- **6/19/20** - Open to Residents by appointment only, during business hours
- **SAMPLE SCHEDULE -**

| STATUS              | TIME                |
|---------------------|---------------------|
| OPEN                | 9:00 AM – 11:00 AM  |
| CLOSED FOR CLEANING | 11:00 AM – 11:30 AM |
| OPEN                | 11:30 AM – 2:00 PM  |
| CLOSED FOR CLEANING | 2:00 PM – 2:30 PM   |
| OPEN                | 2:30 PM – 6:00 PM   |
| SATURDAY            |                     |
| OPEN                | 10:00 AM – 12:00 PM |
| CLOSED FOR CLEANING | 12:00 PM – 12:30 PM |
| OPEN                | 12:30 PM – 2:30 PM  |
| CLOSED FOR CLEANING | 2:30 PM – 3:00 PM   |
| OPEN                | 3:00 PM – 5:00 PM   |

- Cleaning Service Daily; Deep clean once weekly
- Completed checklist must be left in office and reviewed by Property and Assistant Property Managers

- **7/1/20** - Open to Residents by appointment only, during business hours
- **SAMPLE SCHEDULE -**

| STATUS              | TIME                |
|---------------------|---------------------|
| OPEN                | 9:00 AM – 11:00 AM  |
| CLOSED FOR CLEANING | 11:00 AM – 11:30 AM |
| OPEN                | 11:30 AM – 2:00 PM  |
| CLOSED FOR CLEANING | 2:00 PM – 2:30 PM   |
| OPEN                | 2:30 PM – 6:00 PM   |
| SATURDAY            |                     |
| OPEN                | 10:00 AM – 12:00 PM |
| CLOSED FOR CLEANING | 12:00 PM – 12:30 PM |
| OPEN                | 12:30 PM – 2:30 PM  |
| CLOSED FOR CLEANING | 2:30 PM – 3:00 PM   |
| OPEN                | 3:00 PM – 5:00 PM   |

- Cleaning Service Daily; Deep clean once weekly
- Completed checklist must be left in office and reviewed by Property and Assistant Property Managers

- **8/1/20**- Open to Residents no appointment necessary
- Cleaning Service Daily; Three times per day, deep clean once weekly
- Completed checklist must be left in office and reviewed by Property and Assistant Property Managers

|                                      | <b>PHASE 1 –<br/>SAFER AT HOME</b>  | <b>CURRENT – PHASE 2 –<br/>THE TRANSITION</b>   | <b>PHASE 3 –<br/>THE NEW NORMAL</b>   |
|--------------------------------------|---|---|---|
| <b>OUTDOOR<br/>AMENITY<br/>SPACE</b> | <p><b>OPEN</b> (with social distancing signage throughout) -</p> <ul style="list-style-type: none"> <li>• Dog Parks</li> <li>• Grilling/BBQ Areas</li> <li>• Outside Seating</li> </ul> <p><b>CLOSED</b></p> <ul style="list-style-type: none"> <li>• Pool Closed for the Season</li> </ul>                         | <p><b>OPEN</b> (with social distancing signage throughout) -</p> <ul style="list-style-type: none"> <li>• Dog Parks</li> <li>• Grilling/BBQ Areas</li> <li>• Outside Seating</li> </ul> <p><b>CLOSED</b></p> <ul style="list-style-type: none"> <li>• Pool Closed for the Season</li> <li>• Northlake Park residents, please refer to the Management Office for property specific details.</li> </ul> | <p><b>OPEN</b> (with social distancing signage throughout) -</p> <ul style="list-style-type: none"> <li>• Dog Parks</li> <li>• Grilling/BBQ Areas</li> <li>• Outside Seating</li> </ul> <p><b>CLOSED</b></p> <ul style="list-style-type: none"> <li>• Pool Closed for the Season</li> </ul> |
| <b>MAINTENANCE</b>                   | <ul style="list-style-type: none"> <li>• All work orders completed as needed</li> <li>• Preventative maintenance completed as needed</li> <li>• PPE and social distancing protocols followed</li> <li>• Exterior work as scheduled</li> </ul> <p>**Residents will not be required to wear face mask in own home</p> | <ul style="list-style-type: none"> <li>• All work orders completed as needed</li> <li>• Preventative maintenance completed as needed</li> <li>• PPE and social distancing protocols followed</li> <li>• Exterior work as scheduled</li> </ul> <p>**Residents will not be required to wear face mask in own home</p>   | <ul style="list-style-type: none"> <li>• All work orders completed as needed</li> <li>• Preventative maintenance completed as needed</li> <li>• Mask encouraged for high risk individuals</li> <li>• Exterior work as scheduled</li> </ul>  |
| <b>MOVE-INS</b>                      | <ul style="list-style-type: none"> <li>• Remote move-ins for all new residents</li> </ul>   | <ul style="list-style-type: none"> <li>• Move-in appointment limited to authorized signers and meeting is conducted with maximum distance between Community Captain and customer.</li> <li>• Mask must be worn by employee and customer at all times</li> <li>• Remote move-ins available for customers unable/uncomfortable coming to the office</li> </ul>  | <ul style="list-style-type: none"> <li>• Move-in appointment limited to authorized signers</li> <li>• Mask encouraged for high risk individuals</li> <li>• Remote Move-ins available for customers unable/uncomfortable coming to the office</li> </ul>                                     |