

**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

- **TBD** - 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 – SAFER AT HOME</b>	<b>CURRENT – PHASE 2 – THE TRANSITION</b>	<b>PHASE 3 – THE NEW NORMAL</b>
<b>OUTDOOR AMENITY 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> <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> <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> <li>• Northlake Park residents, please refer to the Management Office for property specific details.</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>
<b>MOVE-OUTS</b>	<ul style="list-style-type: none"> <li>• Keys to be left in drop box</li> <li>• Apartment home walked by Management once keys are returned</li> </ul>	<ul style="list-style-type: none"> <li>• Keys to be left in drop box or with Management by appointment only</li> <li>• Pre move out walks take place within 30-days of notice being received</li> <li>• Apartment home walked again by Management once keys are returned</li> </ul>	<ul style="list-style-type: none"> <li>• Keys to be left in drop box or with Management by appointment only</li> <li>• Pre move out walks take place within 30-days of notice being received</li> <li>• Apartment home walked again by Management once keys are returned</li> </ul>