

AMLI COVID-19 Update

As always, the health and safety of our residents, employees and vendor partners are our top priority. We continue to actively monitor the COVID-19 pandemic, following the latest information from the Center for Disease Control (CDC) and other government authorities to implement operational policies and safety procedures at all our communities and offices.

Some of our current operational procedures are described below. Our onsite teams' primary focus remains on providing our residents with an outstanding living environment, finding innovative ways to execute on this mission and proving that our FAML culture is strong. Like our employees do, we also ask our guests, vendors, visitors and residents to follow CDC guidelines to keep themselves and our communities healthy and safe. This includes:

- **Social distancing at least 6' from others**
- **Washing hands thoroughly and frequently**
- **Wearing face masks or face coverings over nose and mouth**
- **Monitoring for symptoms and quarantine or isolate as recommended**
- **Limit size of gatherings**

Please note, we require all visitors to our communities to wear face coverings in compliance with the CDC guidelines and any state and local orders and that residents wear a face covering outside their apartment home.

Our heartfelt thanks to frontline workers everywhere and to all our onsite associates and residents for continuing to work together through this challenging time! We are [#FAMLIStrong](#).

WE'RE STILL HERE FOR YOU!

Please know that our teams are available during regular business hours for virtual tours, self-guided tours and contact-free in-person visits. Please see each community's webpage for more info.

We are asking residents to contact their management teams via phone or email whenever possible, even if offices are open, to keep physical contact to a minimum.

We will need to ensure that the answers to the questions below are "No" before you visit an open leasing office.

- Have you had a body temperature over 100 degrees in the past 72 hours?
- Do you have a worsening sore throat and/or cough that you cannot attribute to another health condition?
- Do you have shortness of breath that you cannot attribute to another health condition?
- Have you recently developed a complete loss of smell or taste?
- Have you been exposed to someone within the past 14 days who has tested positive for COVID-19?
- Have you tested positive within the past 14 days, or are you waiting on results for a COVID-19 test?

AMENITY AREAS

Most community amenity and common areas are open within the guidelines offered by state and local authorities. It is imperative that everyone follows all posted guidelines to keep these spaces open and safe. We will continue to monitor guidance and safety standards to serve our residents.

SERVICE REQUESTS

Service requests can be submitted either online or via phone. Our 48-Hour Service Guarantee is currently suspended. Please avoid submitting service requests if you are sick or awaiting COVID-19 test results, and please be certain to social distance and wear a mask when we are in your apartment home performing work.

STAY INFORMED

Please continue visit the [CDC's website](#) for regular health recommendations and updates. Our leadership team is monitoring the situation and will continue to provide ongoing guidance and support. We sincerely appreciate your understanding.