

# AMLI COVID-19 Update

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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 special 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 FAMLl culture is strong. Like our employees do, we also ask our guests, vendors, visitors and residents to practice precautionary measures to keep themselves and our communities healthy and safe. This includes maintaining 6' social distance from people outside your household, wearing face masks or face coverings when in any business, public buildings and outdoors when unable to social distance, and washing hands thoroughly and frequently.

Considering the surges of positive cases across the country and the resulting scaling back of re-openings of businesses in many cities, mandatory face covering laws are in place in our states and/or cities across our portfolio. As a result, we require all visitors to our communities to comply with the state and local orders by wearing face coverings 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 working together through this challenging time! Click [HERE](#) for a video showing the strength of our team and love for our residents. We are #FAMLlStrong.

## **WE'RE STILL HERE FOR YOU!**

If our offices are closed, please know that our teams are available during regular business hours for live virtual tours, self-guided tours, and contact-free in-person visits with an appointment at most locations. 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 have reopened within the guidelines offered by state and local authorities. Supply chain issues remain the primary delay in opening remaining amenities; those amenities will be reopened once we are able to do so. 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.

## **RESIDENT EVENTS**

Like so many gatherings, our events have gone virtual, and we are also engaging our residents on social channels. We'll keep you posted about these opportunities. Any connection is a good one these days!

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## **SERVICE REQUESTS**

Service requests can be submitted either online or via phone. Our 48-Hour Service Guarantee is currently suspended. We kindly ask that residents not call in non-emergency service requests if they have been exposed or been tested for COVID-19 within the past 14 days or currently in quarantine due to an exposure or positive test.

## **SCREENING QUESTIONS FOR SERVICE REQUESTS & OFFICE VISITS**

We appreciate your understanding and patience as we implement protocols to continue providing exceptional service while also maintaining your well-being and that of our employees. We will need to ensure that the answers to the questions below are “No” before we service your apartment.

- Do you have COVID-19 symptoms (fever, dry cough, difficulty breathing, loss of taste and smell)?
- Have you tested positive for COVID-19 within the past 14 days?
- Are you in a self-imposed quarantine?

## **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.