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 of our communities and offices.

We are, generally, servicing our residents by phone or email and have instituted enhanced cleaning procedures. Some of our special operational procedures are described below. Our onsite teams are taking customer service to a new level, finding innovative ways to execute on our mission and proving that our FAMLI culture is strong. Like our employees do, we also ask our residents to practice precautionary measures to keep themselves and our communities healthy and safe.

Our heartfelt thanks to frontline workers everywhere and to all of 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 #FAMLIstrong.

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 and contact-free visits with an appointment. Some communities are even offering self-guided tours. 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.

AMENITY AREAS
Most community amenity and common areas are closed. We are closely monitoring guidance from the CDC and local authorities to determine when to safely reopen these spaces. As we reopen these spaces, it is imperative that everyone follows all posted guidelines in order to keep these spaces open and safe.

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!

SERVICE REQUESTS
Service requests can be submitted either online or via phone. Please be aware that services will be limited to “emergency service” and “essential service” requests only, and that during this challenging time, we will be placing our 48-Hour Service Guarantee on hold.

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 you visit an open leasing office or we service your apartment.

- Is anyone in your home currently sick or quarantined?
- Has anyone in your home been in contact with anyone with COVID-19?
- Are there any other risks for COVID-19 at your home (such as travel)?

STAY INFORMED
Please continue visit the CDC’s website for regular updates. Our leadership team is monitoring the situation around the clock and will continue to provide ongoing guidance and support. We sincerely appreciate your understanding. We’re all in this together -- and we can’t wait until our distance is less and our FAMLI time together is more.