

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 of our communities and offices.

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 FAMILI 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. This includes maintaining 6-foot social distance from people outside your household, wearing face masks or face coverings when in public and outdoors when unable to social distance, and washing hands thoroughly and frequently.

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 #FAMILIStrong.

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.

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 in order to keep these spaces open and safe. We will continue to monitor guidance and safety standards.

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. 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 to or been tested for COVID-19 within the past 14 days or are 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 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.