

# OUR CURRENT COVID POLICIES FOR RESIDENTS AND TOURS

Dear Residents & Potential Residents,

As you may be aware, the Governor of Virginia has relaxed many of the current COVID-19 restrictions. We will also relax our previous COVID policies, while foremost respecting the safety and well-being of our staff and you. We will begin following these policies immediately:

## **Potential Residents:**

- Our leasing office will be open for walk-ins and/or appointments.
- We ask that visitors still maintain social distancing and mask wearing.
- If you are symptomatic or have been exposed to COVID-19, we ask that you notify our staff and reschedule your visit.
- Virtual tours will still be offered, but guided in-person tours can be accommodated.
- We ask that one person visit the leasing office per tour.

## **Current Residents:**

- Our leasing office will be open for your walk-in convenience.
- We ask that you still maintain social distancing and mask wearing in any common areas.
- While routine and scheduled maintenance will may be performed while you are at home, every attempt will be made to work while you are away from your unit.
- Any staff member entering your home will be masked, wearing gloves and booties, and will respect social distancing rules. We ask that you also wear a mask and observe social distancing while our staff is in your residence.
- Our staff may ask if you have exhibited symptoms of or been exposed to COVID-19. If you have, we reserve the right to reschedule your service.

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We appreciate your patience during this challenging time, and welcome the opportunity to improve your service and experience at The Mezzo. As always, we are available to address your questions and concerns at any time. Simply call us at 804.225.9860