

OUR CURRENT COVID POLICIES FOR RESIDENTS AND TOURS

Dear Residents & Potential Residents,

As you may be aware, the country is experiencing an unprecedented level in confirmed cases of COVID-19. Out of an abundance of caution and to do our part to reduce the spread of COVID-19, The Penny will return to the following practices effective January 9, 2021.

Potential Residents:

- To minimize in person contact, **offices will be closed to the general public** except where physical interaction is required to provide essential emergency services. Please call or email to make an appointment when necessary.
- We will continue to facilitate new move-in and move-out services, but ask residents to maintain their distance of 6-feet from our employees as we practice our "zero-contact" method of delivery or keys, packets, etc.
- We offer virtual tours of for your safety and convenience. If you require an in-person tour, please schedule it in advance. Masks will be required for all persons taking a tour. If you feel sick, have had direct contact with someone diagnosed with COVID-19 or recently visited another state our country, please reschedule your tour.

Current Residents:

- We are temporarily suspending non-emergency maintenance requests and routine preventative maintenance inspections. Emergency maintenance service responses will continue and include any plumbing, electrical or maintenance incident what could cause harm or destruction to life, limb or property.
- To minimize in person contact, **offices will be closed to the general public** (including residents) except where physical interaction is required to provide essential emergency services. Please call or email to make an appointment when necessary.
- **We will continue to accept your packages.** Please be aware that since our office will be locked, you may need to contact the management office in advance to ensure a socially distanced handoff can be practiced.
- We ask residents to contact our team members via phone, emergency maintenance line, or via our resident portal or app.
- We will continue to facilitate new move-in and move-out services, but ask residents to maintain their distance of 6-feet from our employees as we practice our "zero-contact" method of delivery or keys, packets, etc.
- We continue to ask all residents, employees, and third-party service providers to stay home if they feel sick, and immediately contact their medical provider for assistance. When outside your home, please continue to wear a CDC approved mask or facial covering.
- We will encourage all rent payment be made electronically utilizing our resident portal or community app.

Please understand this is a difficult decision for us to make as we take great pride in providing residents with the highest level of service. We greatly appreciate your patience, time and attention to this matter as we continue to monitor the situation and follow applicable local and federal government guidelines. We will continue to keep you informed of changes to these policies as events unfold.

If you have any questions, please contact our leasing office at (804) 315-0859. For emergency maintenance, please call (804) 915-7500 and press option 3.