

March 12, 2020

Dear Resident,

Your safety and well-being is always of the utmost importance to us, and we appreciate your support and understanding in these unusual times. Events are unfolding quickly regarding the COVID-19 coronavirus. Many organizations, schools, businesses, etc. are all doing what they believe is prudent. While we continue business as usual, we want to do our best to be cautious without adding to anxiety. In that spirit, please review the following requests we are asking you to adhere to during this challenging time.

- Please limit your visits to the rental office, use telephone or email to communicate your needs/concerns to the rental office.
- If the rental office doesn't have your email address, please immediately send an email to your rental office. Until further notice, the rental office will use phone and email to correspond with you.
- Service calls need to be emailed or entered through Boyd Wilson's website. www.boydwilson.com. Due to these unusual circumstances, please use your best judgment prior to submitting a service call as to what cannot wait until times are less challenging.
- Please use enclosed form to setup ACH or create an account on Boyd Wilson's portal to pay online.
- Please only use emergency after hours number for emergencies. We have enclosed a copy of our emergency list.
- Clean frequently touched surfaces and objects.
 - Use regular household disinfectant spray or wipes to clean doorknobs, countertops, desks, elevator buttons, phones, etc.
- Please stay home if you are sick
 - Cover coughs and sneezes with tissue
 - Wash hands often with soap and water for at least 20 seconds
 - A 60% alcohol-based hand sanitizer should be used if soap and water are not available
- Please stay educated and up to date by visiting the CDC website regularly <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

We remain committed to the health practices outlined by the CDC and encourage all residents to do the same. If you have any questions, please do not hesitate to contact us.

Thank you for time and consideration.

Sincerely,

Francis P. Barrett
President
Boyd Wilson, LLC