



March 14, 2020

To Our Valued Residents:

We continue to monitor the COVID-19 pandemic and Corvias Property Management is adjusting our operations and services to ensure that they are consistent with the evolving recommendations of the U.S. Centers for Disease Control and Prevention (CDC), as well as the Occupational Health and Safety Administration (OSHA).

As such, we want to inform you of some community changes that support the health and welfare of our residents and employees. Effective now and until further notice, we are:

- Closing our community centers and common facilities.
- Canceling all Corvias-hosted events, including focus groups, Resident Advisory Boards and all other resident events.
- Suspending routine and preventative maintenance work orders, while prioritizing our response to emergency and life, health and safety-related work orders.
- Requesting that residents notify us of anyone in your residence who may have been exposed to COVID-19, has recently traveled from an affected area*, may have flu-like symptoms, is under self-quarantine or has tested positive for COVID-19, so that we may take the proper precautions. *Refer to the [Travel section of the CDC's website](#) for a complete list of high risk countries.

For military residents that have recently experienced changes to their PCS or TDY orders, please call your leasing center as we are committed to doing our best to accommodate your needs.

We have asked Corvias Property Management employees and subcontractors to adhere to CDC and OSHA guidelines. Currently, our program offices, resident services offices and leasing centers remain open for business-essential purposes. To support the CDC guidelines for "social distancing," we request that residents – to the greatest degree possible – use the website, mobile app and telephone for connectivity. Should you require a face-to-face meeting at our office, please wash your hands or use hand sanitizer upon arrival and when departing.

Please make sure the Corvias team has current contact information for all adults in your home (e-mail and cell) so we can keep you informed. Finally, please refer to the [CDC website](#) for more information about how we can work together to combat this pandemic.

Thank you for your patience and understanding as we may need to adjust our service, staffing or operations moving forward. It remains our honor to support you, and we will keep you updated if further adjustments are required.