



As a part of our ongoing efforts to inform our community about the possible impact of Coronavirus (COVID-19), we are providing the following update on health and safety recommendations and the continuing measures we have taken to follow the directives of the CDC, the State of California and all other governmental agencies. We remain committed to the safety of our residents, employees, and guests and we will continue to adjust to the situation as conditions change.

### **Residents and Guests**

**The State of California has directed residents to stay at home or at their place of residence except for essential services (the “Order”). Residents, guests and staff should comply with the Order.**

- In addition, we are encouraging our residents, guests and staff to practice social distancing and avoid contact with others.
  - While sick, limit contact with others as much as possible.
  - Wash your hands frequently.
  - Cover your nose and mouth when you cough or sneeze.
  - Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
  - If you feel sick with fever, cough, or difficulty breathing, seek medical care.
- To the extent consistent with the Order, our offices are staffed, but may have reduced hours. They will not be open for resident/guest interaction except for emergencies. Please communicate via phone or email.
- To the extent consistent with the Order, we will continue to assist those who are in the process of moving in, renting or purchasing a home. Please contact our office to request an appointment so we may assist you.
- All clubhouses, indoor and outdoor amenities are temporarily closed.

### **Home Sales**

- Our team is committed to assisting all potential buyers and sellers during this time. To the extent consistent with the Order, our teams will be available for all inquiries via phone, email or by appointment. Also, we are in the process of implementing FaceTime (as applicable) or virtual tours throughout all of our communities.

Our team is monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization’s updates regarding COVID-19. We are also following state-wide developments. We will continue to review and adjust operational changes as developing conditions warrant. Thank you all for your understanding of and participation in these important precautionary measures which will allow us to serve our residents, guests, and community partners in a safe manner.

We encourage all residents to follow the guidelines from these agencies and governmental agencies.

<https://covid19.ca.gov/stay-home-except-for-essential-needs/>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>