

Dear [COMMUNITY NAME] Residents,

We have recently been informed that a resident of [COMMUNITY NAME] has tested positive for COVID-19. The resident has been advised to follow the advice of health officials, including observing an isolation period.

We are urging all residents to follow the Centers for Disease Control (CDC), World Health Organization (WHO) and state and local officials for guidance on precautionary measures, including hand washing, social distancing and self-quarantine. Our [maintenance, janitorial, etc.] staff has given great attention to cleaning frequently touched building components such as [handrails, door handles, elevator buttons, trash and recycling chutes, fitness center, etc]. You may also notice additional preventive measures, including: [Insert other precautionary measures, including: hand sanitizer stations, limited office hours, new package delivery procedures, online rental payments, etc.].

Because of privacy laws, no one associated with [MANAGEMENT COMPANY] or our contracted service providers is at liberty to disclose any identifying information of the affected resident. Please do not ask for details on the unit number, floor level or other identifying information for this resident – we cannot share this information with you.

Thank you for approaching this developing situation with a sense of empathy, patience and understanding. We will share new information as it becomes available.

#### WHAT MEASURES ARE BEING TAKEN?

The affected resident should follow the guidance of health officials for the recommended time period, including isolation. [MANAGEMENT COMPANY] will coordinate extra sanitation measures and waste removal as needed.

#### IS THERE ANYTHING THAT RESIDENTS CAN DO?

Please remain calm and continue to follow the guidelines issued by the CDC and other health officials, including hand-washing procedures and social distancing policies. We appreciate your empathy and respect.

If you develop COVID-19 symptoms, please seek proper medical advice and refer to the CDC or [LOCAL HEALTH DEPARTMENT] for information on how to proceed. If you have tested positive for the virus, or if you are advised that you may have been exposed to the virus and that you are presumed to be infected, please let [MANAGEMENT COMPANY] know immediately.

We will keep residents updated as needed. Please contact us at [INSERT CONTACT INFO] if there are questions, or you wish to share information.

We hope that you will remain well and safe during this challenging time.

Regards,

[MANAGEMENT COMPANY]

Please share this information with neighbors that may not have received it.