

PRINT ON MANAGEMENT LETTERHEAD

XX/XX/XX

Dear Resident:

XXXXXX (Management Company/Owner) and XXXXXX (Apartment Community) continue to closely monitor the COVID-19 pandemic, and we remain committed to sharing with our residents timely and accurate information. To that end, we have an update to share with you.

We learned on XX/XX/XX that one of our on-site team members tested positive for COVID-19. We are notifying you because we have reason to believe that you may have interacted with our team member sometime between XX/XX/XX and XX/XX/XX.

Obviously, to protect their private health information, we are not at liberty to disclose their identity or any further details, but please know that appropriate measures as outlined by the CDC and by the Commonwealth of Virginia are being undertaken at this time. As all COVID-19 cases are reported to the Virginia Department of Health, it is the Department of Health, who will make the determination as to whether or not any residents of our apartment community interacted with our team member in a manner that could promote community spread. Please be aware that, due to the laws protecting the privacy of health information, we are not privy to any contacts between our residents and the Virginia Department of Health nor are we at liberty to disclose any such information should we ever become aware of any such contacts.

Rather, we share this information with you as part of our ongoing commitment to diligently comply with all local regulations and CDC guidelines, especially those regarding social isolation, hand-washing, and what to do if someone in your household should become ill or infirmed. Our team likewise is continuing to do its best to regularly sanitize the common areas and to maintain social distance.

In addition, please remember to exercise all necessary precautions as recommended by the CDC and by the Commonwealth of Virginia to prevent the spread of this virus. Further, if you suspect that you have been exposed to the Coronavirus or are experiencing any flu or pneumonia like symptoms similar to an upper respiratory illness that may be consistent with COVID-19, you should immediately self-quarantine and seek medical attention.

Lastly, as you know, all amenities currently remain closed, and we very much appreciate your patience with and assistance in honoring these closures as mandated by the Governor's Executive Orders. Our leasing office is still closed to the public as well, but we are affording our residents with maintenance services as needed provided that any such maintenance request can be carried forth in a manner compliant with CDC Guidance. We invite you to please stay in touch with our office team via telephone, emails, and/or by following us on social media.

Please stay safe and thank you for choosing to be part of our community.

Sincerely,

Name

Title