

COVID: RESIDENT NOTICE

Effective, Monday March 16, 2020

In an effort to help mitigate the spread of COVID-19 (Coronavirus) to our staff and residents First Pacific asks that you understand the need to implement the following policies:

MAINTENANCE:

PLEASE ENTER ALL WORK ORDERS VIA OUR WEBSITE lakeforestgr.com UTILIZING THE RESIDENT PORTAL OR CALL THE LEASING OFFICE. PLEASE DO NOT ENTER THE OFFICE UNNECESSARILY TO AVOID MORE CONTACT THAN NECESSARY.

Once we receive your service request we will be contacting you to ask the following questions:

1. Is anyone in your household feverous or had a fever within the last 72 hours?
2. Is anyone in your household showing signs of a respiratory infection or have shown signs of one within the last 72 hrs?
3. Do you have any reason to believe you have been exposed to COVID-19 (Coronavirus) within the last 14 days?

** If you answer "yes" to any one of the following questions it does not mean you will not receive service.

We want our maintenance staff to be able to take proper precautions when entering your home. If necessary, we reserve the right to delay any non-emergency maintenance until the home has been non-symptomatic for 72 hrs.

RENTAL OFFICE HOURS:

- Effective immediately our rental offices will be closed to all walk-ins and is by appointment only. Therefore, the office door will be locked during normal business hours. We have closed all common areas.
- No payments will be accepted in person. As always please utilize the resident portal to make your payment on-line. If you need assistance with the process please call or email and we will be happy to walk you through the process. If you need a receipt for payment please email us or contact us through the resident portal and one will be emailed to you.
- Packages will still be accepted on your behalf but we ask that you contact us prior to coming to get it so we can have it readily available for you at the office front door or we are happy to leave it outside your front door during our business hours.
- Please contact management via phone or email for any issues or complaints that need our attention. This will help limit contact but allow us to still provide you exceptional service and find a resolution to your issue.

We also recommend visiting the link below for the latest information from the CDC:

<https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>

During this time we appreciate your patience and understanding. First Pacific is dedicated to providing exceptional service while also working to prevent the spread of the COVID-19 virus. As this is an evolving situation that seems to be changing daily we will remain in contact with our residents as policies are updated.

WE WILL GET THROUGH THIS TOGETHER!