

FEBRUARY UPDATE COVID-19

Our Continued Commitment to Residents



This crisis has tested all of us. We know that many families have faced financial pressures as businesses were forced to scale back or close. As we now try to find the new normal with businesses reopening we are still committed to supporting our residents during these trying times. We hope that all of you have remained safe and healthy during this unprecedented time.



WE ARE HERE TO HELP

- We greatly appreciate your diligence to stay current and continue to work with you and assistance programs to keep you in your home during this trying time. If you are unable to pay your rent timely please reach out to the assistance programs listed on the state resource link on our website and assure that you communicate with management immediately as we are in this together!
- We are here to serve and doing our best to complete priority work orders while minimizing in person contact wherever possible. Your site Team is available via phone, email and the online portal.



SAFETY, WE ARE IN THIS TOGETHER

- For service requests we have a safety protocol in place requiring our staff to follow a few simple steps while entering your home. We will also call you to ask health questions ahead of entering your home.
- **Our Process:**
 - Our maintenance team will ask you to leave the room while our technicians are working.
 - All of our staff will be wearing a mask and gloves for your safety and theirs.
 - Please let our staff know if you have any Covid-19 related symptoms, at the time our technician arrives at your home.
- For safety reasons our offices remain closed for in-person visits however we continue to be available to serve you via phone, email and our resident portal. The majority of our amenities also remain closed with the exception of our laundry rooms. We have added additional cleaning services for our laundry rooms and require everyone to practice social distancing while also wearing a mask in our common areas.



MAKE USE OF HELPFUL RESOURCES

- We encourage you to utilize the resources offered by federal, state, local governments and community organizations that can provide financial assistance, food and healthcare assistance. Links are provided below with detailed information on some of the assistance programs in your area:

State Resources: fpacific.com/covid19-resident-resources

National Resources: bit.ly/govresource

CASES ARE RISING.
ACT NOW!



WEAR A MASK



STAY 6 FEET APART



AVOID CROWDS



FIRST PACIFIC

FIRST PACIFIC GROUP, INC.