March 16, 2020

Dear Residents,

As the Coronavirus (COVID-19) situation evolves, we want to assure you that we are monitoring and following recommendations from public health officials as well as maintaining our high standards of cleanliness within our community. We are working very hard to plan for the next impacts we may experience as this situation progresses. As we navigate the challenges ahead, we will try to keep you informed of changes as quickly as possible. But, in some cases, we may have to make quick decisions, such as closing amenities and suspending services temporarily. We know that can be inconvenient, but the health and well-being of our residents and our team are a top priority.

**Staffing and Office Closures**
We understand that there may be school and office closures in our area. We are not planning to close our onsite office at this time. Should public health authorities recommend office closures, or should we become short-staffed, we have a plan in place to continue to provide you with essential services. We will communicate any changes to our office hours or any closures, should that occur.

**Resident Events and Leasing Office**
Because the CDC has recommended social distancing, we have decided to postpone all resident events as a precautionary measure. And while we love interacting with our residents, we ask that you limit your visits to the leasing office to help our team stay healthy, so we can continue to serve you. We are available by phone (916) 739-0900 and uelsacramento@greystar.com and look forward to hearing from you to answer any questions you may have.

**Amenity Closure**
In an abundance of caution and to promote healthy environments, we will be temporarily closing our amenities until further notice. We will keep you updated when we anticipate these amenities to reopen.
Cleaning
We are continuing to thoroughly clean common areas and amenity spaces on a regularly scheduled basis. Our team and cleaning service are ensuring high-touch surfaces such as door handles and elevator panels continue to be properly cleaned.

Work Orders and Service Requests
With the additional measures we are taking to maintain our clean environment, there are additional demands on our team. And while we are working closely with our maintenance team to manage the day-to-day issues, we ask that you limit service requests to emergency situations only.

Self-Quarantine and Sick Residents
We may have residents who are self-quarantined or have tested positive for the virus. We hope that residents who find themselves in this situation will follow the recommendations of public health officials. We are not necessarily notified of self-quarantines or illness in our community, but we respect our residents’ privacy and unless directed to do so by public health officials, we will not share information about individual residents. If you have questions or concerns about your health, we encourage you to contact your doctor or the health department.

Additional Changes to Services
- Rescheduling all routine apartment inspections
- A rent drop box remains outside of our leasing office for your convenience
- Pay Rent https://uelsacramento.residentportal.com/

As a reminder, the CDC continues to recommend everyday preventive actions to help prevent the spread of respiratory illness, including:

- Put distance between yourself and other people.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
The CDC website https://www.cdc.gov/coronavirus/2019-ncov/index.html has great information and resources about coronavirus, frequently asked questions, travel information and more. In addition, the Sacramento County Public Health Department has information for the City and County of Sacramento.

We appreciate your cooperation and patience as we navigate through this challenging situation.

Sincerely,

The Upper Eastside Lofts Staff