



Dear resident,

Liv Communities was founded on the premise of not just providing beautiful homes, but providing true community where our team members and residents can Liv fuller lives. We do this through our values of Liv Empowered, Liv Meaningfully, Liv Simpler, Liv Well and Liv with Luv. The unprecedented events associated with COVID-19 have required us to lean heavily on those values and we want you to know we feel great responsibility and privilege to serve you through these challenging times.

Our Liv Well task force is working tirelessly to stay current on all of our policies and ensuring we are doing all we can to protect you and our team members the best ways we know how. Please see below some of the additional measures we are taking (in addition to our previous communications to you) in order to best serve this community and all of our communities.

1. We have made the difficult decision to close all common area amenities in honor of the President's recommendation to avoid gathering in groups larger than 10 people. This includes the pool area(s), Hub/game room, Liv fit and business center. We luv providing these incredible spaces as an extension of your home, but we know that Living responsibly means taking actions to preserve the health and well-being of all.
2. It is of the highest importance that all of us practice thorough self-care during this time. If you are in a high-risk category due to age, health conditions or recent travel, please follow the CDC's guidelines and self-isolate to protect yourself and others. Please reach out to us at Liv via phone or email if you need assistance during any potential isolation times and we will do our best to help meet your needs!
3. To best protect our customers and leasing teams, we will begin operating our leasing offices with minimal staffing. Team members will rotate shifts, working part of their schedule in the office, and part of their schedule

from home. We want you to know that serving you daily is still our goal, and we will continue to do so. We ask that, in order to practice the CDC's recommended social distancing, and out of respect for the limited staffing, that all interactions with our leasing office be conducted via online or telephone, where possible. If you feel you need to visit us in person, please feel free to do so. Just know that we will be practicing safer personal distancing and please, as usual, do not come to the office in person if you are ill with a respiratory illness, have been ill, or have been around anyone who has been ill. Our teams are politely asking individuals that pose a risk, to leave the office to help us Liv responsibly. We are happy to remind you of the great services that can be performed online or with a phone call to us! You can submit a service request, send us a message, pay rent and more online. Call us for anything you feel you need to discuss. We are here for you, first and foremost!

4. To best protect our residents and our maintenance technicians, we will be performing service requests only for essential daily necessities such as: clogged toilets (not running toilets), appliances that do not operate (not an oven light out, for example, but a non-functioning oven), floods (not an occasionally dripping sink faucet, for example, but an under the sink leak or major flood), HVAC failures (not air filter changes), lock outs, and visible mold infestations (as per our guidelines). Minor service requests such as light bulbs out, air filter replacements, non-functioning ceiling fans, loose or malfunctioning drawers and cabinets, interior doors, blinds, hardware, shower curtain bars, for example, will not be performed at this time. However, if the requests involves a simple fix with a part we have on hand, we will deliver the part to your door and are happy to walk you through simple repairs via phone, such as resetting breakers and unjamming garbage disposals. We will also send a "How-to guide" for simple household repairs as soon as we can put it together. It will be very helpful at this time if you could refrain from putting in minor requests until further notice, but please don't allow potentially dangerous or serious problems to get worse. We will also require a pre-screening involving several questions to be asked before we will send a Liv technician into your home. Rest assured that they will have been cleared via this checklist as well in order to enter your home. We will not enter an apartment without this checklist completed (which can be done verbally over the phone or electronically via email). Finally, if we determine it is unsafe for our technician to enter, unless the request is a literal emergency (flood, for example), we may need to postpone a repair. In the event the pre-screening is determined a high risk situation, emergency service will be performed under our precautionary protocol. Details on emergencies and essential service requests will be provided as soon as

possible. If questions arise, please email your community and we will respond as soon as possible. When a maintenance technician must enter an occupied apartment, he or she will take the following measures:

1. Wear booties into your home, and gloves if/when we are able to procure them (these are currently unavailable until mid-April)
 2. Wash hands thoroughly (20 second rule) immediately before and after each request is completed!
 3. If you are ill with a respiratory type illness, have been around someone with a respiratory illness or report being ill, we will enter for emergency requests and the technician will wear appropriate equipment, including a bunny suit and respirator.
5. Our maintenance team members will continue to maintain our communities during this time. As soon as it is considered safe to re-open the common area amenities, we will do so!
6. We will be delivering all packages that arrive to the leasing office, to your front door. Please note that it will be very difficult to honor special requests during this time, so if you do not want your package delivered, please cancel your order or let the delivery service know. The Amazon hub will continue to function and receive packages as normal.

We appreciate you and your understanding more than ever during such an unprecedented situation. We have received and shared some of your wonderful comments thanking our team members for the measures we've taken, and appreciate your support and love through all of this. We believe that together, by living responsibly and caring for our community, we can get through this as quickly as possible and emerge stronger! Thank you for all you are doing to stay healthy and safe. Please continue to share your thoughts and suggestions with us. We love hearing from you!

Heidi Arave
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