

March 13, 2020

Dear Residents of Soaring Heights Communities,

At Soaring Heights Communities, our number one priority is always to provide safe and healthy homes, communities, and workplaces. This commitment is increasingly vital in the face of growing novel coronavirus (COVID-19) concerns.

We are committed to working in collaboration with our military partners to enhance and coordinate communications and provide factual and transparent information to our residents. We will continue providing all services unless otherwise dictated by specific restrictions issued by the state, government, the CDC, or our military partners.

We are closely monitoring the continued spread of COVID-19 in the United States and have established a cross-functional Working Group to guide preparedness, response, business continuity, and communication. In consideration of the growing COVID-19 concerns, we are taking the following actions to enhance the safety of our facilities and workers.

- Distributed personal hygiene recommendations and guidelines to all employees based on CDC guidance.
- Increased availability of hygiene supplies, including hand soap, alcohol-based hand sanitizer, hand towels, tissues, latex gloves, disinfecting wipes, and disinfecting sprays in our facilities and for our employees.
- Increased frequency of cleaning and servicing of offices, community facilities, and work areas.

Soaring Heights Communities will continue to provide all property and maintenance services unless otherwise explicitly restricted or in the case that our ability to respond is impaired. We will coordinate and communicate any restrictions or changes in services to our residents as soon as possible. Unless circumstances change, we expect:

- Move-out processes, change of occupancy, and leasing of homes will continue.
- Community Center office hours will remain unchanged and will remain available for resident use.
- All categories of maintenance service orders will continue, to include emergency, urgent, and routine service orders, unless specific conditions exist that require a reduction in services; including the following scenarios:
 - Service orders for homes under quarantine:
 - Only emergency and urgent service orders will be completed.
 - When providing service to a “quarantine” home, maintenance personnel will wear appropriate personal protective equipment (respirators, protective suits, etc.) and implement heightened hygiene measures.
 - If our staff is impacted by COVID-19, some service level changes may need to be implemented, such as:
 - Incrementally reduced services based on staff availability.
 - Priority will remain on emergency and life, health & safety service orders
 - Reduced routine service orders, causing delays in response and completion of routine work requirements.
 - Adjusted property management functions as a result of reduced staffing; for example, leasing tours, community center services and availability.

Should any scenario occur that impacts our services, Soaring Heights Communities will communicate these impacts with our residents and military leadership.

You can help by taking these recommended precautions:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick. If you are experiencing a fever, cough or difficulty breathing, please contact your physician or medical provider.
- 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.
- Make sure you have an adequate supply of prescription medications on hand, as well as personal hygiene and cleaning products.

Please rely on accurate, reliable information about COVID-19. The state and local departments of health in your area are the best source of up-to-date and relevant information and resources. In addition, we recommend these resources:

Centers for Disease Control: Prevention & Treatment

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

Centers for Disease Control: People at Risk for Serious Illness

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

If you are infected with or exposed to the virus, please notify the community office so that we can take appropriate steps to help you.

Your health, safety and overall wellness are our top priorities. We appreciate your teamwork and support as we work together to manage this challenge. Please feel free to contact your community office if you have any questions or concerns.

Thank you!

The Soaring Heights Communities Team