

March 18, 2020

Dear Valued Residents,

The health and safety of our employees and residents are our top priorities. We continue to closely monitor the rapidly evolving situation surrounding Coronavirus (COVID-19) and are enhancing our approach and protocol to mitigate the spread and impact of COVID-19 in our communities. In accordance with recommendations from the CDC and local health authorities, we want to inform you of the following community changes:

- All Soaring Heights Communities hosted resident events will be postponed or canceled until further notice.
- All public community spaces including, but not limited to, swimming pools, splash parks, community rooms, playrooms, fitness centers, etc. will be closed until further notice.
- We kindly request that those residents who have scheduled private events in our community spaces postpone and re-schedule those events for some time in the future after the crisis has passed.
- We encourage residents to exercise their best judgement in using playgrounds, dog parks and other outdoor amenities.

Our offices are open for business-essential purposes. For resident safety and the wellbeing of our team, we request that residents use our website, Resident Portal App, telephone and/or e-mail to contact our team and request that those experiencing flu like symptoms or a fever avoid in-person visits to community offices. Our maintenance hotline will ask residents to self-report if: a) they or someone in their household is experiencing flu like symptoms, b) they or someone in their household have traveled to a high risk area or c) they or someone in their household are self-quarantined due to some other exposure or direction such that all proper precautions in alignment with current COVID-19 guidance can be taken.

We continue to handle incoming service orders under established Emergency, Urgent and Routine classifications but please note that preventive maintenance visits are suspended until further notice and ongoing revisions to maintenance response requirements may be implemented. If you need air filters or light bulbs and are unable to visit the office due to illness or quarantine, please contact your Soaring Heights Communities office and we will be happy to drop them off at your front door.

We understand that residents may experience possible delays in PCS orders and many need to extend or remove a notice to vacate. Please contact your community office for assistance with any changes.

As the situation continues to evolve, our communities may implement additional preventative measures such as staffing and service modifications. Any changes will be made in accordance with installation leadership and will be promptly communicated to residents.

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.

Centers for Disease Control: Prevention & Treatment

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

Thank you for your patience as we navigate this challenging situation and work to keep your community safe and healthy.

The Soaring Heights Communities Team