

Dear Valued Residents -

The following is an update to Soaring Heights operations resulting from COVID-19. Since our last communication to you, the following additional actions have been implemented to ensure the continued safety of both you and our team members.

- Service order dispatchers and maintenance technicians will ask residents a set of health and safety questions prior to entering any home. Technicians may also be wearing additional Personal Protective Equipment (PPE) during service request visits.
- If a staff member is working in your home, residents are asked to maintain the CDC social distance guidance of at least 6-feet.
- Emergency, urgent and routine service orders will continue, however, maintenance volume will be based on staffing capacity and focused on the following priority order:
 - Emergency service requests will be responded to in all homes regardless of quarantine status and handled as the priority if staffing is limited.
 - Urgent service requests will be responded to in all homes regardless of quarantine status and handled as the second priority if staffing is limited.
 - Routine service orders will be completed based on staffing availability. Response times may be longer than normal.
 - Quarantine-level PPE will be utilized by maintenance staff for quarantined homes.
- Air filter or light bulb requests will be managed by your community office. Staff will drop these items at your front door.
- Adjustments to community center hours will take effect and in-person community and leasing office visits will transition to by appointment only. Residents will be asked a set of health and safety questions during appointment scheduling.
- Resident and prospect operations will continue to operate via phone and electronically to ensure customer care while managing risks to residents and staff. Residents are encouraged to use our website, resident portal app, telephone and/or e-mail to contact our team.

- Move-over requests will not be accepted or performed until further notice. Resident relocations necessitated by emergency maintenance situations will continue.
- Final move-out inspections will be performed in accordance with CDC guidelines for social distancing.

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 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.

- Centers for Disease Control: Prevention & Treatment
<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>
- [Soaring Heights Communities at Holloman AFB COVID-19 webpage](#)

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

The Soaring Heights Team