

Dear Valued Residents -

The following is an update to Soaring Heights Communities 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.

- Response to routine service requests has been suspended in order to prioritize life, health and safety-related requests in the emergency and urgent categories. Technicians may wear additional Personal Protective Equipment (PPE) during service 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
- All offices are operating via appointment only. If you need anything, please contact us via email, phone or through the resident portal. We encourage residents to use the resident portal for online rent payments, access to community forms and resources, and to submit or check the status of work orders. We have procedures in place to operate virtually where necessary.
 - **Property Management – 575-479-1175**
 - **Maintenance – 575-479-1127**
- Emergency service requests will be responded to in all homes regardless of quarantine status and handled as the first priority.
- Urgent service requests will be responded to in all homes regardless of quarantine status and handled as the second priority.
- Quarantine-level PPE will be utilized by maintenance staff for quarantined homes.
- You may experience delays in your normal landscape, pest control and trash services schedules.
- Self-help items are available for delivery to your door upon request.

We understand many have received notice of suspended PCS orders that may extend your stay with us even though you may have provided notice to vacate. If you need to extend your stay, please contact the management office via phone or email and we will gladly extend your move date. Our team will be reaching out regularly to check-in for any updates on pending moves.

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 coordination 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.

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- 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