

DONEFF COMPANIES

LLC

PROPERTY MANAGEMENT & DEVELOPMENT

March 17, 2020

Dear Residents,

Your safety, health and well-being are of the utmost importance to us. We understand that there are many concerns about COVID-19 and we want to assure you that we are doing all that we can to protect our residents and employees to prevent the spread of the virus.

We are committed to doing our part to keep you informed and will continue to communicate any changes in service to you as quickly as possible.

Rent Payment

If you do not currently pay your rent online, we encourage you to visit your Rent Café online portal to complete this transaction and avoid having to visit the main office. You can also choose to use the drop box at the main office. Please call the main office for any other transactions.

Staff Precautions

All staff are instructed to stay home if they are feeling sick. To reduce the transmission of COVID-19, all office visits are open by appointment only. Be advised we will be asking a series of questions to ensure there is minimal risk of COVID-19 exposure prior to scheduling in person meetings. We are always available to you by phone or email.

Building Operations

To reduce the transmission of COVID-19, we are restricting access to community areas except for the common area laundry rooms until further notice. We are also postponing all organized events hosted by the property until further notice.

Be advised we will be asking a series of questions to ensure there is minimal risk of COVID-19 exposure prior to completing non-emergency maintenance requests. We are restricting maintenance requests to emergency requests only. The following items are examples of what Management considers emergencies:

- No heat if the temperature is below 65 degrees
- Plumbing leaks or sewer blockage which can damage personal belongings or apartment property
- No electricity
- Any condition which might be hazardous to personal welfare or cause permanent damage to your apartment or belongings
- No hot water in the home
- Refrigerator stops working (please do not open the refrigerator door)
- Clogged or non-working toilet, if your home has only one bathroom
- Fire alarm sounding

- CO detector sounding

Cleaning and Education

We are increasing the frequency and deep cleaning of hard surfaces in common areas. Additional signage has been posted to educate you on how to prevent the spread of infection.

Preventing the spread of the COVID-19 virus is everyone's job. You can help us prevent the spread of the virus by doing the following:

- Wash your hands frequently – especially after touching doorknobs or pushing elevator buttons and follow proper hand-washing procedures:
 - Using warm water and soap, wash hands for 20 seconds.
 - Use hand sanitizer with at least 60-95% alcohol
- If you feel ill, stay in your home and let management know you are feeling sick by calling or emailing us at (920) 682-0066 or info@doneff.com. Separate yourself from other residents and pets.
- If you need to leave your unit to go to a doctor, please wear a mask over your nose and mouth (or in the absence of a mask, use a scarf or handkerchief) and disposable gloves. Discard these items upon return and/or wash immediately.
- Any co-residents should use a face mask or gloves when in the same room as you.
- Do not enter any public areas in the building.
- Before leaving to go to the doctor, call ahead to let them know if you may have been exposed to a virus.
- Cover your coughs and sneezes with a tissue and discard immediately in a lined trashcan and wash your hands immediately afterwards following the steps noted above.
- Do not share personal items (dishes, utensil, cups, bedding, towels, etc.)
- Clean all high touch surfaces every day.

Keeping the lines of communication open

We are monitoring information from the World Health Organization (WHO) and the Centers for Disease Control (CDC) for updates. We will continue to be proactive and transparent in our communication to avoid panic, misinformation, and to ensure your expectations are managed.

Preventing a pandemic from affecting our property is our job, as well as the job of all our residents, and we thank you all for doing your part in preventing the spread of disease.

Please contact us if you have questions or concerns, Thank you!

Robert R. Ulmer
Managing Director