

# DONEFF COMPANIES

LLC

PROPERTY MANAGEMENT & DEVELOPMENT

## Coronavirus Updates August 2020

Your safety, health and well-being are of the utmost importance to us. We understand that there are still 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 help reduce contact by avoiding payment in person.

1. Visit your Rent Café online portal to complete this transaction
2. Set-up automatic payment by contacting our office
3. Use the drop box at the main office.
4. Mail your payment
5. Please call the main office for any other transactions.

### Staff Precautions

We have implemented safety precautions throughout our operations to reduce the transmission of COVID-19, all managers 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.

### Facility Operations

To reduce the transmission of COVID-19, we are continuing to restrict landlord sponsored activities in the community areas and will continue to evaluate this as time goes on. We do allow tenants to use the community areas for their personal use but ask for adherence to the current policies on masks, social distancing, and sanitizing.

## **Maintenance Requests**

All request will be prioritized and completed, but will require a one-time sign off of a COVID maintenance form. Please call your manager if you are unsure if you completed this form. In addition, we would ask that you consider restricting maintenance calls to business hours with the exception of emergencies. Submission through Rent Café or through written maintenance requests can be made 24/7 and call 911 for life threatening situations.

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 continue to sanitize and clean our facilities in common areas and entrance areas. Additional signage has been posted to educate you and visitors 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

## **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.

Thank you!

Scott McMeans  
Vice President of Operations