



03/17/2020

Dear Valued Resident:

We hope you are well and staying safe and healthy. In an effort to figure out optimal measures to weather the Coronavirus Flu and minimize its spread, we would like to bring the following to your attention:

1. Effective immediately, while our offices will be staffed, **access to the public will be limited and by appointment only**, so as to protect the health and well being of everyone in our community. We encourage all residents to **request work orders online** as well as **pay rent online**.

2. We will **be closing, until further notice, the Fitness Center, Business Center, Internet Cafe and Pool** so as to comply with CDC guidelines in preventing unnecessary gathering of people. **We will also be closed on Saturdays until further notice.**

3. While we will continue to work diligently on serving your needs, **we ask that you communicate with our staff through phone calls, email & text messaging if possible.** If your matter is **urgent, please make an appointment.**

4. Our **Apartment tours will be available virtually on our web site** and, if need be, **our staff will be available to demonstrate virtual tours** through i-Phone facetime or video conferencing via Android phones.

5. **Service Requests will be addressed only if they are of an urgent and/or emergency nature.** Our staff will prescreen such requests **by conducting phone interviews** to ascertain that none of the **Apartment Occupants have symptoms of Coronavirus** or who have **travelled to countries infected by the virus in the past 14 days.**

6. **Package deliveries will not be accepted** at the office starting Friday 3/20, so as to protect our staff and residents from infected package surfaces. We ask that residents make arrangements with family, trusted neighbors or friends to accommodate deliveries.

7. In challenging social times, some people act desperately and resort to crime. We ask that you **ensure your doors are locked, even if you are home**, that you **lock windows and sliding doors** and be vigilant. We would **ask that you please report any suspicious activity** and look out for your building surroundings and our community at large. If you **see a crime being perpetrated, please dial 911** before you report the same to our staff. We offer a \$ 250 reward for anyone who anonymously reports criminal activity that will lead to an arrest or conviction.

8. To the extent that many schools and daycares have closed down, we ask that your **children be supervised at all hours of the day** and that they not be allowed to be in the parking lot or on sidewalks unattended.

We thank you for your cooperation and understanding in these challenging times. Together, we will win this battle with Coronavirus.

*Your Management Team
Blue Magma Residential*