

To: All Residents of JL Gray properties.

From: JL Gray Management

JL Gray realizes that the COVID-19 pandemic is a serious issue and we are here to help. Communication is a key factor. We are adapting to the national, state, and local mandates as they are announced. We want to encourage you to use extra caution in all that you do. Please help us to beat this virus by practicing these policies and all suggestions from government agencies.

- Office visits are by appointment only. Limit contact and keep the number of people in a room to a minimum. Only the residents signing documents need to come to the office.
- Residents are asked to call the management office for any inquiries.
- If you have lost your employment due to COVID-19 you must contact the office and provide proof. (see attached)
- All rent payments should be placed in the drop-box at the office only.
- Work order requests will be limited to emergency or essential tasks only. Tasks deemed non-essential will be logged for future completion.
- All deliveries from USPS, UPS, FedEx, etc. will be made directly to the resident and not be accepted by management staff unless prior arrangement was made.
- Residents need to update your email address, phone number (text), and delivery preference. Please provide this to the office as soon as you can. (attached)
- All group events are cancelled until further notice.
- Social distancing (six (6) foot) in common areas such as the playground, mail room, laundry room, etc. should be practiced at all times.
- Residents are asked to limit the number of guests and follow suggestions of a maximum of five people.
- Laundry rooms will remain open but social distancing should be practiced, and residents should clean area after use. If you need to reload your card, please make an appointment with the manager.
- If you or a member of your household is quarantined because you possibly have the virus, please contact the manager immediately so that the proper precautions can be taken. Resident identity will remain confidential.
- Do not forget to take care of yourself as well. Rest, stay positive, smile, and remember we are here for you.
- Management will periodically distribute and post CDC flyers, informational factsheets, prevention ideas, and warning signs regarding Covid-19 to all residents. Flyers are available in multiple languages.
- The government has promised stimulus money to be sent to all citizens. When this help is received you need to make sure your rent is paid.

Any communication needed with the manager must be by one of the following:

Phone: \_\_\_\_\_ Text: \_\_\_\_\_

Email: \_\_\_\_\_