

Dear Resident,

As the circumstances regarding COVID-19 continue to evolve, we want to assure you that the safety of you and your family, as well as our team members, is our highest priority. We are committed to providing any and all assistance we can to help get through this crisis. With that in mind, here are some important things to note:

- Fitness centers will remain open as long as the appropriate cleaning supplies are available. If you will be using the fitness center, please clean the equipment before and after use.
- Common areas including community rooms and business centers will be closed to assist in social distancing. These areas will also be thoroughly disinfected while closed.
- The pool will remain open. As always, we ask that minors are accompanied by a competent swimmer at all times.
- Package acceptance will continue on a modified basis. If a package for you was delivered to the office, please contact us to have it delivered to your apartment when you are available. We will be reaching out to those who already have packages waiting as well.
- Service requests are currently being completed for emergencies only. All other services requests will be completed as normal business operations resume.
- In an effort to maintain social distancing, please use the resident portal to make rent payments and place service requests. If you're not sure how to access the portal, please contact the office and we would be happy to assist in setting that up.
- Opt-in to text message alerts from the home page of the resident portal to be sure we can share updates with you as needed.

In times of crisis, it's crucial we turn to our friends and neighbors for support. To that end, if you or one of your neighbors needs assistance please don't hesitate to contact us. And if you are available and willing to provide help to your neighbors who may need it, please reach out. We will assist with coordinating assistance as opportunities present themselves.

Sincerely,

<Community Manager>

<Community Name>



ATTENTION RESIDENTS

In an effort to maintain social distancing in the wake of COVID-19, we ask that you limit time spent in the Leasing Office and Clubhouse.

Please use the resident portal to make rent payments, place service requests, and sign renewal leases.

For assistance, the best way to reach us will be by phone, text, or email:

Call: 316-616-1113

Text: 316-616-1113

Email: claremont@timberlandpartners.com

Your safety, as well as that of our team members, is our highest priority. We will do our best to provide the best service possible throughout this time.

Thank you for your cooperation and understanding.