

March 25, 2020

Dear Resident(s):

In an effort to help our residents understand what constitutes an emergency maintenance situation, please review the below.

Emergency Maintenance Include the following:

1. Air-conditioning problems when the temperature is above 80 degrees outside
2. Heating problems when the temperature is below 55 degrees outside
3. Flooding or unstoppable leaks
4. Plumbing stoppage in a residence with one bathroom
5. Fire (the Fire Department should be called first)

Picerne will exercise good judgement and apply reasonable standards when evaluating work orders. Non-emergency work orders will be postponed. We will log these requests and respond appropriately once it is safe to do so.

In addition, the maintenance technician or manager will ask some questions prior to entering your apartment and they will have their proper PPE (personal protective equipment) on when working in your unit.

1. Ask the individual if they have any of the following respiratory symptoms.

- Yes or No   Fever
- Yes or No   Sore throat
- Yes or No   Cough
- Yes or No   New shortness of breath

2. Ask the individual if they have:

- Yes or No   Travelled internationally within the last 14 days to areas where ?COVID-19 cases have been confirmed?
- Yes or No   Worked in a health care setting that has confirmed COVID-19 cases
- Yes or No   Had close contact with a person known to have Coronavirus (COVID-19)

Thanks,