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Dear Resident,

March 19, 2020

Growing concerns over the spread of COVID-19 have initiated several local and state governments across the country to temporarily close businesses and ban large gatherings in their cities. These steps are being taken so that it is easier to practice social distancing, to slow the spread of the virus. We are dedicated to the well-being and health of our employees and residents and are taking more precautionary measures at our community to help.

Social distancing is key. Taking cues from the CDC and various city ordinances, social distancing should always be practiced to help minimize the spread of the virus when you are in the community or just running to the grocery store. This includes trying to keep a 6' distance (at a minimum) between you and others.

We appreciate your cooperation and understanding with our decision to **temporarily close our office doors and common area amenities including fitness centers, saunas, pools, spas and recreation rooms.** Laundry facilities and BBQs will remain available for use, however, please be respectful of your neighbors by practicing safe social distancing, thorough hand washing, wiping down surfaces before/after use and refrain from handling other's belongings. We also ask that you respect all self-quarantine guidelines if you recently traveled, feel ill or believe you may have been in contact with someone who has contracted the virus. Thank you!

Maintenance Requests:

As of March 18, 2020, we will be temporarily deferring non-emergency maintenance requests. The requests below are considered emergency service requests and will be handled as quickly as possible:

- Heater not heating and outside temperature is below 68 degrees
- Clogs/Backups in sinks, toilets, bathtubs or showers
- No hot water
- Non-working major appliances (Stove/Oven & Refrigerators only)
- Broken window or broken front entry door
- Water (pipe) leaks
- Roof Leaks
- Electrical power outage (Please check your circuit breaker prior to calling for emergency service)
- Any safety issues or concerns

Our doors are closed, but we're open for business:

While our community management office is temporarily closed, our team is still available for you! Please call, email us or contact us through your RentCafe Resident Portal, anytime. We're here to help!

Please stay tuned for more information and don't hesitate to contact us with any questions. As a reminder, please dial 911 in any life-threatening emergency.

Stay safe and healthy,

Anchor Pacifica Management Team