



RESIDENT CORONAVIRUS (COVID-19) UPDATE

March 16, 2020

Dear Monroe Resident:

We appreciate your patience as we work to balance our mission to provide the highest quality of property management with guidance from the CDC, HUD, and state agencies regarding best practices to keep people healthy and avoid the spread of COVID-19. When applied, these best practices require all of us as humans to limit our interactions with one another. As a service provider, we find these limitations frustrating but necessary to keep everyone safe. With that in mind, we want to provide you the following update regarding temporary revisions and limitations to our daily operations.

Office Hours

- Office hours will remain 8am to 5pm daily (M-F, closed on Wednesday for administrative purposes). The only change is that our office doors will remain locked to minimize gatherings in the office.
 - *Our corporate office has given our community management team direction not to open the office doors unless you have an appointment.*
- We will be available by phone to talk to you or to make an appointment to meet one on one.
 - For in-person appointments and for everyone's benefit, we have asked our team to follow the CDC's guidance regarding the 6-foot distancing between people.
 - If you are sick, please do not visit us in the office.
 - Toilet paper is in low supply now, so we are limiting use of the common area bathrooms and we may need to close them. Plan ahead before your appointment.
- Please use your property's rent drop box to drop off your rent check or other documents for the office. Remember to fill out your check or money order completely – do not leave any line items blank!
- We will mail you your utility check.
- Please utilize email, fax, and US Mail to provide recertification and other documents to the office. If you want to use the property's rent drop box, enclose sensitive materials in an envelope and drop it in the box during normal business hours. To better protect your personal information, avoid use of the drop box after hours and on weekends.
- Continue to keep us aware of your job and income changes. We will make Tenant Income Reporting (TIR) forms available outside of the office during normal business hours for you to complete.

Common Area Usage

- Indoor community spaces will be reserved for essential functions only through April 30 and will be limited to the designated space.
- The fitness center, business centers, computer labs, and libraries will remain closed and the doors locked.
- Essential Functions:
 - Essential functions include food distribution (food banks) and after school functions including after school snacks and meals.
 - Essential functions also include residents who need to stay in the common area room while their apartment is under renovation.





- Toilet paper is in low supply now, so we are limiting use of the common area bathrooms and we may need to close them. Plan ahead before your visit.
- Laundry Rooms: will remain open for resident use and disinfected daily (see below). For properties with laundry card machines in the office, our team will set twice per week one-hour time slots for the office to be open for you to fill your laundry card.
- Our site teams will disinfect the indoor community spaces on a daily basis.
- Non-essential resident gatherings will be postponed until May.
 - If you feel we need to add an essential function in our indoor community space, please email us at residentservices@monroegroup.com and include your property name in the subject line.
 - If a change in your school's attendance policy requires on-line classes and you do not have a computer or broadband in your home, please contact your education provider for assistance as our computer lab and business center will remain closed
- Outdoor community spaces should be used with caution. Please follow CDC guidelines regarding large gatherings, hand washing, and avoidance of those who are ill. Stay home and keep your children at home if they are exhibiting flu like symptoms.
- Limit the number and frequency of guest visits to our property. If your guests are sick, please ask them to stay home.
 - SENIOR PROPERTIES: If your grandchildren are visiting, please restrict them to your apartment home, as common areas will be closed. Be mindful of noise and disruption to your neighbors.

Maintenance Requests for Your Home

- Please phone in all maintenance requests or drop a maintenance request in our drop box.
- Maintenance request will be addressed as follows:
 - We will address emergency requests immediately. Examples include no heat or air conditioning, no hot water, water leak, roof leak, suspected gas leaks/smell of gas, unsecure entry doors or windows, broken windows, clogged drains or toilets, lockouts, smoke or carbon monoxide detectors not functioning, power outage, refrigerator or stove not working.
 - We are delaying non-emergency requests until after April 30. Please call in your request like normal and we will address as soon as possible following April 30.
- Pest control treatments are required to keep your home pest free and these will continue as scheduled.

Toilet Paper May Not Be Available To You

- Please do not flush anything other than toilet paper down the toilet. It could cause the pipes to clog and backup sewage into your home.
 - If using something other than toilet paper to wipe with, place the used product in a trash bag which should be tied up and thrown away to reduce odor and assist with keeping your home sanitary.
 - Do not flush napkins, paper towels, rags, clothing, cardboard or anything other than toilet paper down the toilet.
- If you do not have anything to wipe with, use your shower to clean yourself. Do not use the sink as excessive water will fall into the floor creating an unsanitary environment and a slick floor.
- Remember to wash your hands with soap and warm water for 20 seconds after using the restroom to reduce the risk of catching any virus, sickness or disease.

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