

Property Operation	Process	Continuity (Essential/Non-Essential)	PPE Protocol	Entry Protocol	Social Interaction Protocol	Cleaning Protocol	Signage/Communication Protocol
<b>Maintenance</b>	Work Orders	Nonessential Unless Emergency	Suspend unless it is an emergency	Suspend unless it is an emergency	Suspend unless it is an emergency	Suspend unless it is an emergency	Suspend unless it is an emergency
	Preventative Maintenance	Nonessential for In-Unit	Suspend	Suspend	Suspend	Suspend	Suspend
	Annual Inspections	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
	REAC Preparations	Nonessential	Suspend unless it is in the common areas	Suspend unless it is in the common areas	Suspend unless it is in the common areas	Suspend unless it is in the common areas	Suspend unless it is in the common areas
	Vendor Coordination	Essential	Yes	Yes	Yes	Yes	No
	Handy Helper Services	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
	Turnovers	Essential	Yes	Yes	Yes	Yes	No
	Emergencies	Essential	Yes	Yes	Yes	Yes	No
	Safety Audits/Vehicle Inspections	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
	Equipment Maintenance/Cleaning	Essential	No	No	No	Yes	No
	Snow Removal/Landscaping	Essential	Yes	No	Yes	Yes	No
	Exterminating	Essential	Yes	Yes	Yes	Yes	No
	Shared Equipment/Cell Phones/Tablets	Essential	No	No	No	Yes	No
	Property Walks	Essential (See Solution)	Yes	No	No	No	No
	<b>Administrative/Office</b>	Recertifications	Essential (See Solution)	Yes	No	Yes	Yes
Leasing		Essential (See Solution)	Suspend in person	Suspend in person	Suspend in person	Suspend in person	Suspend in person
Rent Collection		Essential	Yes	No	Yes	Yes	Yes
Vendor Coordination		Essential	No	Yes	Yes	Yes	No
Resident Meetings		Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
Team Meetings/Mediation Meetings/Other	Essential	No	No	Yes	No	Yes	
<b>Community Engagement/Resident Services</b>	Wellness Programming	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
	Meal Programs	Essential	Yes	Yes	Yes	No	Yes
	Ancillary Activity (Bingo, Yoga, etc.)	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
	Youth Programming	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
	Field Trips/Transportation	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
Garden Clubs	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend	
<b>Miscellaneous</b>	Community Room/Computer Labs	Nonessential	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close
	Fitness Center Management	Nonessential	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close
	Elevator Area/Lobby Area	Essential	Yes	No	Yes	Yes	Yes
	Laundry Facilities Management	Essential	Yes	No	Yes	Yes	Yes
	Swimming Pools	Nonessential	Suspend/close	Suspend/close	Suspend/close	Suspend/close	Yes
	Office Management	Essential	Yes	Yes	Yes	Yes	Yes
	Beacon Inspections (Marina)	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
	Construction/Rehab Related Activity	Essential	Suspend in person	Suspend in person	Suspend in person	Suspend in person	Suspend in person
	Trainings/Industry Events/Education Events	Nonessential	Suspend in person	Suspend in person	Suspend in person	Suspend in person	Suspend in person
	Investor Site Visits	Nonessential	Suspend	Suspend	Suspend	Suspend	Suspend
	Notice Distribution	Essential	Yes	Yes	Yes	No	Yes
	Public Restrooms	Nonessential	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close
	Playgrounds	Nonessential	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close
	Tennis Courts/Basketball Courts	Nonessential	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close	Suspend/Close
	<b>PPE Protocol</b>	If PPE protocol is listed above, employees should wear gloves and goggles to perform the process/task listed. Protective eyewear should be properly cleaned throughout the day and gloves should be changed throughout the day, as necessary.	<b>Entry Protocol</b>	If Entry protocol is listed above, employees/vendors/external providers must have a formal, written reason for entry based on essential business practices and should not enter any unit otherwise. Entry into any units requires social distancing from residents and requires the appropriate PPE to be worn at all times while in an apartment if occupied.	<b>Social Interaction Protocol</b>	If Social Interaction protocol is listed above, employees must utilize social distancing protocols (6 feet distance) which requires employees to avoid shaking hands, avoid large group gatherings with more than ten people, and communicate administrative needs electronically or via phone. In addition, the temporary solutions meet to each process should be followed explicitly.	<b>Cleaning Protocol</b>
<b>Signage/Communication Protocol</b>	Signage/communication protocol will require staff to draft, print, and post signage/communications to emphasize CDC recommendations and normal business practice changes on cleaning/preventative measures until further notice, in specified areas noted above or for specified processes noted above. Before any signage or notices are distributed, unless received from Home Office, they must be approved by the SVP of Property Management.						

**Solution**

Maintenance should only handle emergency work orders with the appropriate protocols required, ensuring PPE is utilized for entry and social distancing is exercised during the visit. Non-emergency work orders are to be placed in the system and notes inserted "delayed for coronavirus protocol".

Suspend in unit PM, complete common area PM and clean/disinfect common areas each day

Suspend

REAC preparations should be performed ONLY in common areas. Required protocols listed should be followed with more routine disposal of PPE during the prep process. Pre-REAC reports/inspections should be postponed until further notice. Vendors should be instructed to follow all protocols put in place, exterminating should continue to occur as normal with appropriate precautionary protocols; Courtesy/Security Officers will remain in place as originally scheduled.

Suspend

Turnovers should be handled as normal while following the required protocols. Once work is completed, turnovers should be cleaned prior to occupancy. Emergencies should be handled as normal with the appropriate protocols put in place

Suspend

Tools and equipment should be cleaned regularly

Should be completed as usual with the appropriate precautionary protocols listed

Should be completed as usual with the appropriate precautionary protocols listed

All shared devices should be cleaned regularly through the day and devices should be shared as little as possible

Maintenance Supervisors and Property Managers should continue to walk common areas as best possible, exercising social distancing, to ensure common areas are being cleaned and site clean up is still occurring

Recertifications should be handled via phone, email, fax, or document drop off or otherwise postponed. All notices required should be completed in a timely manner and proper tracking of delayed recerts must be handled in an organized fashion.

All in-person showings and tours will be postponed until further notice. Showings/tours should be handled via facetime, video, or other alternative measure if when possible. Any approved file/signed lease with confirmed move in dates can move forward with move ins as agreed upon, if agreed upon prior to March 15, 2020. All other residents in process/going through screening must be contacted and notified that their move in will be postponed a MINIMUM of 30 days (April 15, 2020), according to the script provided by Marketing.

Offices should utilize current dropboxes/mail service for rent collection to eliminate residents coming into the offices; ordering of additional dropboxes may be required. Rentpay should be emphasized where possible. Drop boxes should be cleaned daily.

Vendors should be instructed to follow all protocols put in place and are required to disinfect and clean upon completion of any work. If vendors appear ill upon coming to the property, they should be asked to leave.

Suspend

All meetings should be conducted as scheduled but should be done via conference call to minimize person to person interaction

Suspend

Meals should be individually wrapped and delivered door to door without entry, or left in a common area for pick-up, without resident interaction. Meal delivery must be handled with PPE and by a third party. Site staff are not permitted to handle food delivery until further notice.

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