



March 16, 2020

Dear Residents,

As we continue to learn more and more about the coronavirus (COVID-19) outbreak, we would like to assure you that providing a safe and healthy community for our residents and our employees is our top priority for Banner Property Management. Recognizing that this is an unsettling time with a rapidly changing environment, our goal is to keep up and keep healthy. Banner has partnered with SHRM, NAA, NMHC, CDC, HUD, peer companies, and outside counsel to develop the following best practices and business practice changes for the next 21 days (to be re-evaluated on a routine basis as the situation warrants).

In an effort to mitigate the risk of transmission and minimize the chances of seeing cases in our communities, Banner will immediately begin implementing the following procedures for the benefit of our residents and employees.

- We have heightened cleaning and sanitizing procedures, with more detail and more frequency throughout each day.
- Until further notice, we ask that you complete as many of your normal transactions with the management offices as possible electronically. We ask you to engage with our team members via phone, email, and the resident portal for rent payments, work orders, and routine questions in order to reduce close, personal interactions.
- We will be deferring non-essential work orders (for at least the next 21 days) to limit unnecessary contact. Although this is not ideal, we ask for your understanding as we continue to make decisions that we find responsible and safe for all parties involved.
- Indoor common amenity spaces will be temporarily closed.
- Properties without electronic package acceptance lockers (or lockers that are located inside of an enclosed shared amenity space) will no longer be accepting packages during this time.
- We will be eliminating any unnecessary meetings or non-essential occupied unit inspections.

These measures have been added so that we can do our part as a company to flatten the curve for spreading this virus and to maintain social distancing for the safety of our residents and team members.

Our senior management team meets routinely to assess the evolving situation and is regularly reviewing information from the CDC and other governmental agencies regarding the latest updates and best practices. The CDC recommends to avoid others who are sick, limit close contact, wash hands often, avoid crowds as much as possible, avoid cruises and do not fly on planes unless necessary. If you think you have been exposed to COVID-19 and develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, call your healthcare provider immediately. If your healthcare provider suspects you have COVID-19 and you are under self-quarantine or you test positive for COVID-19, we ask that you contact the Leasing Office immediately. This information will help us respond appropriately to emergencies, service requests or other issues that may arise. Your information will remain private.

Resident events have been temporarily canceled, out of caution, but we encourage you to help us maintain a healthy and active social community on our Instagram and Facebook pages. We would love to see goofy pictures of you and your loved ones and pets, creative recipe ideas from the random ingredients found in your pantry, spring cleaning and organizational hacks, and anything else we can share as a community to uplift us all during this time as we stay in doors for a while.

We have long stated that we are a company about people and that people are our priority. We intend to keep these principles at the forefront as we navigate through these unsettling times together. We understand that some of these precautionary measures may seem inconvenient, and although we are unclear how long these restrictions and measures will remain in place, we are committed to continuing our communication with you as the situations evolve.

Thank you for your understanding during this challenging time,

Banner Property Management