

## IMPORTANT! PLEASE READ ENTIRE LETTER

Dear Residents,

With the outbreak of coronavirus on the rise, we at Property Solutions & Services, Inc. (PSS) are taking every precaution we can to prevent it from spreading further. PSS Management is continuing to monitor guidance provided by the Centers for Disease Control and Prevention (CDC), MN Department of Health, and U.S. Housing and Urban Development (HUD) as it pertains to the outbreak of COVID-19 (Coronavirus). With new information surfacing every day, we recommend that you monitor the situation closely through the CDC. We share your concerns about this virus, and as a community, we are in this together.

We are continuing to implement the following measures that we put into place March 16 and ask for your assistance.

- Site offices will be closed until Wednesday, May 1 at 1pm.
- Cleaning of buildings will continue as normal, and there will be a focus on cleaning and sanitizing building touchpoints (building doors, knobs, and intercoms) daily.
- Site managers will be working remotely and can be reached by email, or phone at 612-746-0400.
- We will only be entering units for emergency work orders. You can always connect with a live person by calling the emergency maintenance number 24/7 at 612-746-0400. Our goal is to minimize everyone's exposure by having our staff not visit your apartment during this time of uncertainty.
  - When submitting an emergency work orders, please inform us if anyone in your household is feeling ill. Our goal is to minimize everyone's exposure by having our staff not visit your apartment during this time of uncertainty unless absolutely need.
- When maintenance enters your unit, they will be in full protective covering from head to toe. Please do not be alarmed. This is for everyone's safety. We ask they you stay in another room when they arrive or at least 6 feet away from them if you live in a studio.
- **Due to the new recommendations from the CDC, all management staff will be wearing bandanas around their face when outside or in public space. Please do not be alarmed. This is to enforce and prevent staff from accidentally touching their face while in public space.**

If you do become sick, and are diagnosed with COVID-19, we ask that you notify PSS site staff so we are able to take precautions that will keep other residents and staff safe. We will keep this information confidential.

Additionally, we know that people may need to miss work due to being sick, caring for a family member, or as a precaution, potentially causing a loss of wages and financial stress. **We want to ensure you that PSS is committing to working with residents who lose income during this COVID-19 episode. Please go to [www.propertyss.com/covid-19/](http://www.propertyss.com/covid-19/) and complete the application to request a payment plan.**

**If you need food assistance during this time and are unable to get food through other resources, please call me directly at (612) 746-5009.**

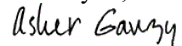
We care about you and your family's well-being and will update you on any changes to our building operations.

The CDC has also recommended the following prevention measures:

- Wash hands often with soap and water for a minimum of 20 seconds. If soap and water are unavailable, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue away.
- Frequently clean and disinfect touched objects and surfaces.

As we shared previously, here at our community, we will continue to monitor this situation closely and will continue to follow guidelines from the CDC as they are released.

Thank you,



Asher Gavzy, President & CEO  
Property Solutions & Services, Inc.