



March 20, 2020

Hunt Military Communities (HMC), in accordance with recommendations from the Centers for Disease Control (CDC), state, local authorities, and as a precautionary measure and abundance of thoughtfulness for the health and wellbeing of our staff and residents continue to monitor the COVID-19 National Emergency.

We are taking additional measures beginning Monday, March 23rd to limit the spread of the virus and impacts to work teams that operate out of our community centers and offices. On Monday, all community centers and office team members will transition to remote work locations until further notice. We will continue to be available to assist you via email and phone and have procedures in place to assist virtually as well.

Please note the updated adjustments below to our property operations effective Monday, March 23, 2020. We are monitoring the situation daily and will resume our regular operations as soon as possible. Further updates and communications will continue to post on Rent Café and via resident emails.

- All scheduled and future community events hosted by HMC are temporarily suspended.
- In addition to limiting mass gatherings, our community centers and, any common HMC resident amenities to include swimming pools, splash pads, playgrounds and, fitness centers will also be closed. We encourage you to contact us using email, telephone or through the resident portal or rent café mobile application so that we can assist you remotely. If your rent is paid via check, please utilize the rent drop box at the community center entrance.
- We continue to postpone our response to routine work orders and interior preventative maintenance requests until further notice out of an abundance of caution, to limit the unnecessary spread of the COVID-19 virus, and comply with guidance to stop non-essential work. We are still available to respond to **urgent or emergency requests**. We will be asking questions to identify any potential risk of exposure to COVID-19 to ensure the most appropriate response. Please note our policy instructs all employees and 3rd party providers to stay home if they are ill or have been exposed to COVID -19.
- Should a home with a quarantined or ill resident need air filters or light bulbs, please contact the maintenance team and we will be happy to drop by and leave them outside your front door.
- Please also be aware that as a precaution, our technicians may utilize gloves, booties and, masks while in the home for emergency repairs. This is not indicative that these employees are infected with COVID-19. It is to adhere to current guidance in utilizing personal protective equipment to limit the spread of any illness.
- We understand many have received notice of suspended PCS orders that may extend your stay with us even though you may have provided notice to vacate. If you need to extend your stay, please contact the management office via phone or email and we will gladly extend your move date. Our team will be reaching out regularly to check-in for any updates on pending moves.

While we understand this action will be disappointing to some, your health and safety, as well as that of our military, civilian personnel, family members, and the base community is our top priority.

Thank you for your patience and understanding during this difficult time. We will continually evaluate and update our residents and staff on plans for resuming normal operations. If you should have any questions, please do not hesitate to reach out to the local community office.