



August 7, 2020

Dear Valued Langley Family Housing Resident:

We thank you for your continued patience and dedication in following the 2020 COVID-19 guidance and protocols over the past several months. We recognize it has been a very challenging time for all and appreciate all that you do in helping to keep our communities safe.

As Hunt Military Communities (HMC) continues to monitor the COVID-19 pandemic we continually look to adjust property operations in accordance with recommendations from the Centers for Disease Control (CDC), state, and local authorities. As a precautionary measure and abundance of thoughtfulness for the health and wellbeing of our staff and residents, we have made the following adjustments to our operations.

We will resume remote operational services and very strict limited access to our leasing office effective **Monday, August 10th, 2020**. Limited operational services are as follows:

RESIDENT SERVICES OFFICE

We will be available for your needs with precautionary measures in place for your safety and ours!

- We will be available in the office, Monday – Friday, 8 am to 5 pm by appointment **ONLY** or for emergency purposes. Otherwise, our office will be closed to the public.
- If you have flu-like symptoms including fever, cough, or difficulty breathing, please do NOT come to our offices. We are still here for you and can offer virtual assistance in all matters. Stay home and get well!
- To make an appointment to come to the office, please call us at **(757) 865-1330**.
- If your rent is paid via check, please utilize the rent drop box at the community center entrance. We highly encourage all residents to pay via RentPayment.com or automatic allotment if able.
- For up to date communications and to create a maintenance request, please register using the Hunt Resident App which can be found in the Apple or Android store.
- Move-ins and move-outs will be conducted virtually. There will not be any pre-inspections at this time.
- Our offices will be limited to no more than 1-2 people in the office at a time. All others will be asked to wait outside or in his/her car to practice social distancing.
- Masks will be required to enter our offices. Please bring a mask along with you.
- The use of hand sanitizer will be required of all who enter our offices. We will have sanitizing stations on all office desks, we ask that you please use it.
- Multiple signs are posted throughout our offices reminding everyone to practice social distancing, wear a face mask, and preventative measures in stopping the spread of the virus e.g. washing hands, etc.

What to expect from our Team

We are taking extra precautionary measures to keep our office areas clean and safe for everyone’s safety!

- ✓ Sneeze guards have been installed at every desk as an extra layer of protection.
- ✓ Our team is required to wear masks while in office.

- ✓ The team is required to use hand sanitizer after every interaction.
- ✓ After every visit, contact areas will be wiped down before the next person will be allowed to enter the office.
- ✓ Strict cleaning measures have been implemented at the opening of the office, throughout the workday, and at the closing of our office.
- ✓ HMC employees have and will continue to receive the required training on all policies and procedures to ensure understanding and adherence to the policy and standards set forth.

AMENITIES

We understand there has been a lot of confusion regarding the opening of the amenities, namely the playgrounds. Please know that our intent was to solely limit the exposure to COVID, while still allowing them to open for you and your families' enjoyment. We are taking great care to evaluate which amenities can be reopened with the safety of all in mind. However, out of an abundance of caution, due to the ever-increasing numbers of positive cases in York and Hampton County, all amenities will remain closed for now. We will continue to evaluate which amenities can be re-opened and communicate future dates of re-opening when it can be done safely.

MAINTENANCE SERVICES

We are making an adjustment to our Maintenance team set-up. As we make this transition and in an effort to ensure clear understanding and adherence to update policy, our maintenance team will only be responding to EMERGENCY and URGENT work requests for the next TWO weeks (8/10-8/24). Maintenance will respond to routine requests which are outdoors or have the potential to elevate to emergent or urgent protocol as well. Key Points are as follows:

- If there is an **urgent or emergency request**, 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, showing signs/symptoms, 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 management office or your maintenance team and we will be happy to leave them outside your door.
- In order for us to perform repairs in the home, we will require residents to take the following action to ensure our employees can perform work in a safe manner. As a resident, you will have three options when a work order is performed inside their home:
 1. Do not be inside the home while work is being performed.
 2. Be located in a separate area of the home, with no engagement with our team member.
 3. Only 1 member of the family is allowed contact with our team member, and if this occurs a mask must be worn along with maintaining appropriate social distancing.

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

What to expect from our Maintenance Team

Our technicians will continue to take extra precautionary measures to keep their vehicles and work areas clean and safe for all our safety!

- Technicians are required to sanitize their hands before entering the home at every visit.
- Technicians will utilize appropriate Personal Protective Equipment (PPE) to include face coverings,

shoe coverings, eye protection, and gloves.

- We ask that anyone in the home maintain a 6-foot social distance. One adult is permitted in the work area, maintaining a 6-foot distance during the repair process. If present in the work order, we would further require a mask/face covering be worn. Please have all other family members and pets located in another area of the home.
- The technician will wipe down/sanitize all possible work surfaces and touchpoints before and after the work is completed.
- Technicians are required to wipe down the interior of their vehicle and any touched surface after every home visit and at the beginning and end of their work shift.

We will continually evaluate and update our residents and staff on plans for resuming normal operations. We appreciate your patience, cooperation, and flexibility during these unprecedented times. If you have any questions at all, please reach out to us.

Yours in Service –

Langley Family Housing