



March 16, 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 have made the following adjustments to our operations effective Monday, March 16, 2020. We will be monitoring the situation daily and will resume to regular operations as soon as possible.

- In response to the potential spread of COVID-19, effective Monday, March 16 any and all scheduled 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. The community center will be open for transactions that cannot be handled remotely such as a scheduled move-in and lease signings or move-outs. 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.
- Out of an abundance of caution, we will be postponing our response to routine work orders and preventative maintenance requests effective Monday, March 16, 2020 until March 31, 2020. We will announce a further update at that time. 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 3<sup>rd</sup> 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 management office or your 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 employees may utilize gloves, booties and masks while in the home or handling transactions in the office. This is not indicative that these employees are infected with COVID-19. Our policy instructs all employees and 3<sup>rd</sup> party providers to stay home if they are ill or have been exposed to COVID -19.
- 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 and we will gladly extend your move date. Our team will be reaching out to 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 your community director or resident services specialist.