

Due of the COVID-19 Pandemic, we would like to provide you with some information on our response and the “New Normal” at The Wynwood Apartments. This Pandemic impacts us all - Residents, Employees and Businesses. We hope to work as a team to have the best possible outcome for our Community, our Residents and our Team Members. We thank you in advance for your cooperation and support through this challenging time.

The Wynwood Apartments are Open

While we have adjusted certain things to allow for maximum social distancing for our Team Members and Residents, we are very much staying open. We are here to provide the necessary services, and you are welcome to remain in your apartment. This is a difficult and fluid situation, and everyone must make their own decisions about the best course of action. We do ask that all laws are follow and that all residents are respectful of each other.

What We Did to Prepare the Apartment for Move-in:

We disinfected all touchpoints and surfaces with a disinfectant cleaner. We performed our normal maintenance, repairs, painting, and cleaning. Due to COVID-19, before move-in, we also used electrostatic backpack sprayers to disinfect the entire apartment, using a disinfectant product approved by the EPA for COVID-19. Some info about the cleaner we used can be found below:

- Approved by the EPA for use against SARS-COV-2, the coronavirus that causes COVID-19
- All-in-one germicidal disinfectant, sanitizer, deodorizer
- Kills 99.9% of infection-causing bacteria and viruses
- NSF certified to sanitize food contact surfaces
- No rinse required
- Non-toxic
- 100% biodegradable, odorless and colorless
- Hypoallergenic
- Safe for use in areas frequented by children and pets
- Made in the USA

Educate yourself & Take Responsible Action

- We will remain diligent and will do everything we can to react responsibly. We also want to remind you that this is a collective effort, and we all need to take steps to protect ourselves, our communities, and our compromised population.
- We advise our residents to continue to monitor the situation and stay tuned to your local authorities. Please pay attention to the source of any information you receive to ensure its reputable, and we strongly suggest that you listen to the experts. Below is a list of official websites to help keep you informed: Center for Disease Control (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html> o World Health Organization (WHO): <https://www.who.int/emergencies/diseases/novel-coronavirus2019>
- Make responsible decisions – what you do now impacts you and the community

Office Restrictions: While We Are Open, We are doing things a little differently

- We are doing this because the experts have found that social distancing is an important part of slowing down the potential spread. We are still very much here to support and assist you and have adjusted to a scaled-back staffing plan with limited occupancy in the office.

- All communications should be made via email, phone, or resident portal (see details below). Residents should not come into the office to communicate with us. We are still here and will be completely available to communicate via phone, email, or portal.
- If you feel there is a valid reason that you need to visit the office please communicate remotely with us about it first, to determine the best course of action.

Maintenance: Service Requests are Restricted to Essential Items

- We ask that you limit Service Requests to essential items during this time – anything that could potentially be a life-safety issue or cause damage to the property.
- This does not mean that you should let things go since not reporting issues can lead to additional damages. Residents are still required to report important issues. If you are unsure if something is an essential item, please contact the office via phone or email and we are happy to help figure out the best course of action.
- We are asking our Maintenance Team Members to only enter apartments for essential items. And, if it's necessary to enter the apartment, to take precautions. We ask that you always give all Team Members a minimum of 6 feet of space, even if they are in your apartment. Team Members have been instructed of the same when interacting with residents.
- If you have been diagnosed with COVID-19, have symptoms, have a fever, or have been in contact with a person that has or is suspected to have COVID-19, please let us know and do not allow any Team Member to enter your apartment..

Rent Payments / Resident Portal

We do need to remind residents that even though this is an uncertain time, all residents remain in a lease and should continue to make rent payments as normal.

- We ask that you do not make physical check or money order payments, and that all payments are made online on our Resident Portal.
- You can easily make payments on our portal via e-check or credit card: <https://westonsquare.activebuilding.com/> If you have any trouble setting up a login or navigating the resident portal, our Team Members will be happy to assist you. Just call and we can walk you through it!
- On the portal you will be able to: submit and check the status of service requests. Submit rent payments and check your current balance. Message your office team with any concerns.

Living with Roommates

As your Landlord, we are not in control of all things within your household. However, we have been asked for advice by many residents, so we wanted to share some suggestions as well as information from the CDC on living with roommates. We strongly suggest that all households agree on expectations and make a household plan early. Some of the things you may want to plan on discussing with your roommates are your household mask policy, guest policy, risk level, etc. We recommend that this is something the group communicates about early on and has regular check-in meetings for feedback and adjustments. Below are some suggestions from the CDC when it comes to shared spaces such as kitchens, dining rooms, and bathrooms, while we cannot require you follow these, we do suggest you follow any recommendations from the CDC:

Living with Roommates (Recommendations Directly from the CDC):**Shared Living Areas**

- Access should be available, but the number of people should be restricted so that everyone can stay at least 6 feet apart from one another.
- People who are sick, their roommates, and those who have higher risk of severe illness from COVID-19 should eat or be fed in their room, if possible.
- Do not share dishes, drinking glasses, cups, or eating utensils. Non-disposable food service items used should be handled with gloves and washed with dish soap and hot water or in a dishwasher.
- Guidelines for doing laundry such as washing instructions and handling of dirty laundry should be posted.
- Sinks could be an infection source and should avoid placing toothbrushes directly on counter surfaces. Totes can be used for personal items, so they do not touch the bathroom countertop.

Sick person and close contacts

The sick person, their roommates, and close contacts need to self-isolate – limit their use of shared spaces as much as possible. They should:

- Wear a mask when it is necessary to be in shared spaces.
- Avoid using public transportation, ridesharing, or taxis.
- What to do if you are sick

Standard Recommendations in all Situations

More details can be found on the CDC's website, but these are the basics

- Avoid close contact with others. We are asking our Team Members to keep a distance of at least six feet from others in all situations
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick. Many sources are now suggesting that you stay home even if you are not sick, to help flatten the curve
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces regularly.
- Follow CDC's recommendations for using a facemask

Amenities**Important Guidelines for All Amenity Areas**

- If you have been diagnosed with COVID-19, have symptoms, have a fever, or have been in contact with a person that has or is suspected to have COVID-19, you may not enter any common or amenity areas.
- Social Distancing of six feet must be maintained while in all amenity areas.
- Mask are recommended outdoors and required indoors.
- Use of Amenities are at your own risk.

Pool

- No more than 8 residents can be in the pool at one time. No more than 20 residents can be in the pool deck area at one time. Once these limits are reached, you will need to wait until persons exit these areas to enter. If others are waiting to enter an amenity space, persons currently in that area will be given a two-hour limit and then be asked to leave to allow others to enjoy these spaces as well.
- Pool is now limited to residents only. You will be required to provide photo ID when requested. Guests are not permitted at this time due to diminished pool capacity regulations.
- Households must remain together.
- Furniture is not permitted to be moved to maintain safe distancing.
- Resident should bring and use hand-sanitizer regularly when in the pool area, and refrain from any unsanitary conduct.
- No food or drink is allowed in the pool or pool area.
- General pool rules for our community are posted and remain in full effect. These include, but are not limited to:
 - No glass in the pool
 - For the enjoyment of all residents, when using the pool or amenity areas, please keep noise levels to a minimum. Loud music is not permitted.
 - Pets are not permitted in the pool at any time.
 - No diving, dunking, running, pushing, rough play, or obscene language in the pool area.

The Yard

- The Yard: No more than 10 residents can be in the yard at one time. Once these limits are reached, you will need to wait until persons exit these areas to enter. If others are waiting to enter an amenity space, persons currently in that area will be given a 2-hour limit and then be asked to leave to allow others to enjoy these spaces as well.
- The Yard is now limited to residents only. You will be required to provide photo ID when requested. Guests are not permitted at this time due to diminished pool capacity regulations.
- Households must remain together.
- Furniture is not permitted to be moved to maintain safe distancing.
- Resident should bring and use hand-sanitizer regularly when in The Yard area, and refrain from any unsanitary conduct.
- General rules for The Yard are posted and remain in full effect.

Fitness Center

The Fitness Center is closed until further notice. We apologize for this inconvenience. Once re-open it will be limited to 4 residents at a time, limited to a two-hour time period. Once these limits are reached, you will need to wait until persons exit these areas to enter. Resident will be required to use the provided disinfecting wipes to clean all equipment before and after use.

We are here to assist and answer any questions. Feel free to give us a call or send an email! Thank you for your understanding and for choosing The Wynwood as your home for the next year!

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