

3/25/2020

Dear Valued Resident,

As we continue to navigate COVID-19 together, we are committed to being completely transparent in our communication with our associates, residents, and stakeholders. We remain committed to leading by educating ourselves with the most recent facts, based off science, and relying on the most qualified experts to assist in making the best decisions possible for everyone involved.

For the past few weeks we've been closely monitoring and preparing for all possible scenarios, ensuring we have the processes in place to best respond to this pandemic, informed primarily by the expert guidance of the Centers for Disease Control and Prevention (CDC) and local health authorities. This of course includes the extensive cleaning and disinfecting of all our common areas, but also ensuring that we are practicing recommended social distancing as much as possible. This is the main impetus behind our most recent decisions regarding restricting amenity access, limiting work orders to emergency only, and discontinuing package pick-up in the leasing office.

Several counties have now issued "Stay Home. Work Safe." orders for residents within county borders. All non-essential personnel are being asked to stay at home as much as possible. This affects most of our Portico Property Management communities in Texas and Colorado. We consider apartments to be essential personnel, but we will be working to meet the ordinance, while still being customer-centered and fulfilling our resident needs. Our offices remain open, but we are still committed to limiting in-person interaction, with the goal of communicating via email and phone whenever possible. We will make arrangements to meet in-person by appointment only. Please send an email **directly to your on-site team** to schedule a meeting in advance, so that we may be prepared for your arrival and follow the recommend protocols.

Looking forward, we will continue to follow our extensive COVID-19 protocols and stay informed and educated in the rapidly changing landscape of this Global Pandemic. The situation is fluid and constantly evolving, and there will certainly be further changes that affect our community. When there are, we'll quickly educate ourselves and react accordingly. The entire Leadership Team here at Portico remains fully committed to doing everything possible regarding what's best for our residents, associates, and clients. At every step we will practice transparency and lead with honest conversation.

Thank you,

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References:

<https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>