

3/18/2020

Dear Valued Residents,

The Portico team continues to work on a proactive plan to minimize our community's exposure to the COVID-19 Coronavirus pandemic. Please note that as of March 18th, our communities will be limiting maintenance service requests to those that are urgent or emergencies only. We understand the inconvenience this may cause and apologize for any disruption in our standard work order practice. We believe this is a necessary step to continue making your safety, health and well-being our utmost priority. These precautions will be in place until further notice.

Urgent or emergency service requests may include:

- No heat or air conditioning
- Electrical or gas failure of any nature
- Overflowing commode
- Stopped-up commode, if only one is available
- Water problems - leaks, severe plumbing, broken pipes
- Malfunction of an essential appliance
- No hot or cold water
- Any unsecured entry
- Malfunctioning controlled access gates
- Any threatening situation: fire, flood, severe weather, police action, protecting a crime scene (broken windows, locks, doors)

If you have a service request not listed above, please contact the office. We encourage you to continue submitting any non-essential service requests so they can be completed as restrictions are lifted in our community and throughout our country.

We appreciate your patience and will continue to provide updates in the coming weeks.

Thank you,
Portico Property Management
info@porticopm.com
1400 Ravello Dr Ste N110
Katy, TX 77449

References:

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

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