

3/27/2020

Dear Valued Residents,

We wanted to take a moment to provide additional updates related to the ongoing COVID-19 health crisis. We appreciate your patience as we work to respond to new information.

We continue to adapt to the new “normal”!

- As previously communicated, as a result of “Stay Home. Work Safe.” orders in most counties, our local offices are maintaining scaled back hours of operation with essential team members.
- We consider our onsite teams to be “Essential Personnel” and we are still operating as such. However, due to recommended extreme social distancing measures we are limiting in person visits to “by appointment” only and, in some cases, offices may be temporarily closed.
- We encourage you to communicate online via email as much as possible during this time.
- If you feel it urgent to visit your local office in person, please call us ahead of time to make arrangements for an appointment.

We are preparing for the 1st of the month!

- Many Americans across the nation have the potential for disrupted income as the result of the COVID-19 health crisis, with various local and state initiatives mandating business closures, school closures, etc.
- New resources are becoming available every day to help provide aid to those affected. The following links include helpful resources:
 - Texas –
 - <https://www.taa.org/wp-content/uploads/2020/03/TAA-Coronavirus-Renter-Resources-1.pdf>
 - <https://twc.texas.gov/jobseekers/applying-unemployment-benefits>
 - Colorado –
 - <https://files.constantcontact.com/0812847d001/fe508b39-6639-40f8-aeb4-b854e34b7d86.pdf>
 - <https://www.colorado.gov/cdle/unemployment>
- In the event you anticipate challenges with rent payments as a result of the COVID-19 crisis, please reach out to your local leasing office to discuss possible payment arrangements.
- In order to qualify for payment arrangements, you must complete a “Rent Relief” application and provide proof of financial hardship as a result of temporary lost wages or compensation because of the Covid-19 pandemic.

We encourage online payments!

- As we all work together to continue social distancing, we are doing everything we can to make paying online as easy as possible.
- It is always free to set up automatic recurring ACH payments from your bank account but our community will also be temporarily removing fees to make one-time ACH payments from your bank account.
- We are also working with our online payment provider to temporarily waive credit card fees. Since we are unable to disable those fees directly; in the meantime, we will credit your account for any fees charged with simple proof of payment amount after the payment is made.

We continue to follow CDC recommendations for safety of all involved!

- First and foremost, Portico continues to adopt and follow the CDC's best practices, so any team member that has shown symptoms or been exposed will be working remotely and following the 14-day self-quarantine protocol.
- Again, all personnel that visit and/or enter a home stringently follow all CDC recommended safety and cleanliness precautions, such as wearing latex gloves, repeated and careful hand sanitization, and social distancing.
- We are continuing to conduct move-in inspections and property showings on a limited basis and taking all appropriate health precautions.

Portico remains unwavering in our commitment to valued residents, team members, clients and service providers' comfort, security and safety. Please know we are committed to providing the highest level of service with your safety and health in mind.

Please remember to continue checking your email (including your junk mail folder) for ongoing communication. Visit the Covid-19 link at the top of your community website home page for the latest updates. We appreciate your sustained patience as we continue to navigate this pandemic.

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>