

4/24/20

Dear Valued Residents,

Thank you all for your continued patience as we have worked through the new challenges related to the Covid-19 pandemic. Last month, our team implemented a plan to minimize our community's exposure, much like we have seen our local and state governments do with respect to school closures, sports cancellations, and limitations on group gatherings. Your safety, health and well-being are our utmost priority. As a reminder, the following measures were put into place:

- Closing amenities/amenity spaces
- Postponing all resident events
- Discontinuing any and all resident food services/snacks
- Doubling cleaning/disinfectant programs in common areas
- Limiting maintenance service requests to those that are urgent or emergencies only
- Practicing social distance throughout the community. Thank you for helping us maintain 6 feet of distance with our team members and your fellow residents.
- Adjusting package acceptance practices. You no longer need to come to the office to pick up packages. We know that package delivery is as important now as it has ever been and many of you rely on delivery services for daily necessities.
 - We work with delivery services to ensure packages are delivered directly to your door.
 - In the event you are not home for the delivery, we will still accept the package for you.
 - From there, you simply contact the leasing office to schedule doorstep delivery during business hours and our team will make the delivery.

These precautions will be in place until further notice, and we will continue to provide updates.

Office Activity:

- 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.
- Based on local jurisdiction orders, we will ask that you wear a mask or some form of face covering when visiting the office should you absolutely need to visit in person. Our team members will also be wearing masks during this time.

Rent Payment Challenges:

Many Americans across the nation have been faced with disrupted income as the result of the COVID-19 health crisis, with various local and state initiatives mandating business closures, school closures, etc.

- The following links include helpful resources for those affected:
 - 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!

- 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 have worked with our online payment provider to temporarily waive credit card fees.

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>