

5/6/20

Dear Valued Residents,

Thank you, again, for your continued patience as we have worked through challenges related to the Covid-19 pandemic. Over the last 6 weeks, 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 continue to be our utmost priority.

With recent announcements of phasing in the re-opening of businesses and lifting the "Stay Home. Work Safe." orders in both Texas and Colorado, we wanted to provide an update on the approach we will be taking at each of our communities. Phase 1 of this process began May 1st and allows some non-essential businesses to begin the process of re-opening at limited capacities. It's important to note that these businesses are not required to re-open at this time, and specific guidelines continue to evolve.

During Phase 1 of the re-opening plan, our offices will remain open **by appointment only**.

- Our local offices are maintaining scaled back hours of operation with essential team members. We will continue to limit 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 CDC recommendations, we encourage you to wear a mask or some form of face covering when visiting the office should you absolutely need to visit in person.

During Phase 1 of the re-opening plan, we will also continue to keep our amenities closed.

- 🏊 Apartment pools: Our pools will remain closed in Phase 1. Apartment pools are classified as Class C pools and must follow the same rules as public pools.
- 🏋 Apartment gyms: Our fitness centers will remain closed in Phase 1. Since public gyms are not authorized to open, the safest interpretation for our residents and team members is to treat our fitness centers the same.

As a reminder, the following measures will stay in place through Phase 1, and we will provide additional updates as more details for Phase 2 of the re-opening plans are released:

- 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
- Adjusting package acceptance practices
- Practicing social distance throughout the community. Thank you for helping us maintain 6 feet of distance with our team members and your fellow residents.

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 and implement the latest recommendations from local government.

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>