

5/15/20

Dear Valued Residents,

As promised, we wanted to provide an additional update on our phased approach to re-opening amenity spaces. We understand that as other local businesses are starting to open up, there are questions about the timing for our community's plan.

Currently, we are still in the first phase – with offices open by appointment only and common areas remaining closed. Our teams have been planning and preparing for the second phase, which would involve opening up amenity areas on a limited basis, with protocols in place to maintain social distance.

Please note we do not yet have a date for when amenities will open. Rather than choosing a date **arbitrarily**, we are basing **our decision on data, supply chains, and ultimate safety concerns.** **While other businesses such as restaurants or stores are opening quickly, they are doing so out of their need for immediate revenue. Our business is your home.** **As such, we have made the commitment to wait until our teams are equipped with the necessary plans,** signage and supplies to keep everyone as safe as possible. We understand that when it comes to this delay, some of you may be frustrated and some of you may be grateful – or both! The Portico team truly appreciates your patience as we continue to navigate this pandemic and develop detailed solutions for each of our communities.

We will let you know as soon as timing for next steps has been confirmed. We still need your help to continue practicing social distance throughout the community. Thank you for helping us maintain 6 feet of distance with our team members and your fellow residents.

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're all in this together!

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>