

6/1/2020

Dear Valued Residents,

After a long period of stay-at-home orders in response to the COVID-19 virus, cities and counties are finally starting to slowly reopen across our state. As such, Portico is working to ensure a safe, reasonable reopening of our offices and amenity spaces by the end of this week!

First off, that's really exciting...and it feels it has been an eternity. We have felt the effects of this national pandemic right along with you! But it's also stressful. What's it going to look like? Will it be safe? Is it going to be weird?

Well let's begin with the obvious, not everything is going to open up completely or look exactly the same as it did three months ago. Our state and local governments have set guidelines regulating how and when certain public spaces can open. These guidelines are constantly evolving, and we'll continue to monitor closely and make adjustments as necessary.

Over the week of June 1<sup>st</sup>, you will start to see offices, amenities and common spaces open up in your community. There will likely be reduced capacities and hours, and our cleaning schedules/procedures are increasing, so access will be limited in the beginning. We're excited that this day is finally here. It's been a long, arduous, ten weeks for all of us. We've missed having active, vibrant communities...and we've missed our residents. But we're not naïve enough to think there won't be some challenges in reopening. So please remember these two things as we all get ready to reengage:

- 1) **Social Distancing is Still Necessary** - All reputable guidance is still emphasizing the need for social distancing in order to slow the spread of COVID-19. You will see increased signage indicating recommended capacities and proper distancing recommendations. However, we will not be monitoring or policing the social distance requirements. Our community does not have the proper staffing or training necessary to consistently patrol everywhere needed to enforce the guidelines. Because of this, we need your help and cooperation to make this re-opening successful.
- 2) **Being Good Neighbors** - Our world since the Coronavirus hit has been extremely stressful and annoying. We've all felt, at various times, fear, uncertainty, confusion, and stress. The world has required us all to sacrifice. That sacrifice doesn't end as we slowly reopen.

We all must be patient and empathetic. There will be times when you will be greatly irritated at an amenity being shut down for additional cleaning. There are folks in our community that think reopening amenities is dangerous and coming too soon...and there are folks living here that think social distancing is unnecessary.

We need your help to make this reopening as smooth as possible. We're in this together...and the only way through it is with patience and positive intent. Living in a community means compromise. We all rely on one another for a great communal living experience. So please help us...as we help each other. And remember it's the virus that's our enemy, not our neighbor – even if you think they wear their mask too much, or not enough.

Thank you for all of your patience and understanding as we work through this. We'll figure it out together. One day at a time. We will be sending further communication as to the exact day we will be opening via text and/or email. Preparation and communication will be the key to the office and amenities reopening at our communities. Stay tuned!

Thank you,

Portico Property Management  
1400 Ravello Dr Ste N110  
Katy, TX 77449