

## COVID-19 FAQ

- How can I view an apartment without visiting the property in person?
  - Check out the Photo Galleries on our website.
  - View our Floorplans on our website.
  - Contact our leasing office and we'll conduct a virtual tour.
  - Contact our leasing office and we'll schedule a self-guided tour
  
- I have a scheduled move-in/move-out, can that still happen?
  - Yes! Please contact us to schedule an appointment.
  
- How can I stay connected with my neighbors and community?
  - Look for updates here – our website, resident portal, emails and on Facebook.
  
- Is someone in the office?
  - Yes! We are working in the office during normal business hours. We are here to meet with you by phone and email.
  
- How do I pay my rent?
  - We're directing everyone to pay online. Either with ACH (check), Credit Card, or electronic Money Order. You can make these payments on our Portal. If you do not have access to our Portal, please contact the office by phone or email and we can get you set up.
  
- Are amenities open?
  - At this time, all non-essential amenities are closed (Fitness Center, Pool, Business Center, etc.) All laundry facilities, where applicable, will remain open at this time.
  
- Are you accepting packages?
  - At this time, we are directing deliveries to individual apartments. Where applicable, package lockers are accessible.
  
- How will my maintenance issues be addressed?
  - At this time, we continue to respond to service request. You will notice our maintenance techs are taking extra precautions to protect you and them by wearing gloves and practicing social distancing. You can enter a service request on our Portal. Or you can call or email the office with the request.