



Emerald Housing Management, LLC

September 21, 2021

Emerald Housing Management, LLC (EHM) is committed to doing everything we can to ensure the health and well-being of our residents and employees. While we continue to monitor developing information of COVID-19, it is important to recognize EHM is not in the healthcare profession. As a result, the Centers for Disease Control and Prevention (CDC) and other certified healthcare professionals should continue to serve as your primary sources of current information and guidance regarding the coronavirus pandemic. To learn more about the CDC's most up-to-date information regarding COVID-19, please visit the following CDC website: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Maintaining a Healthy Workplace

EHM is currently operating on its standard business hours. Both office staff and property staff continue to work onsite and can be reached via email and telephone. Employees will follow all lawful CDC, municipal, and local health department guidelines regarding COVID-19. If necessary, social distancing markers may be placed six feet apart within the offices, and the offices may be rearranged to accommodate safe distancing for residents and prospective tenants. Due to current guidelines, masks are encouraged but not required for employees, residents, and prospects. Masks are available in all management offices for those who do not have one.

To proactively limit the exposure and spread of COVID-19 and to maintain a healthy work environment, employees are taking the following measures:

- Frequent sanitation of common areas.
- Sanitize personal workspace/resident interface areas regularly.
- Wash hands often with soap and warm water for 20+ seconds. If soap and water are unavailable, an alcohol-based hand sanitizer is recommended.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Although masks are not currently required due to current CDC, state, and local guidelines, managers are approved to post a sign on the office door, encouraging incoming residents and prospects to wear masks in the office. Masks are available in all management offices.
- Conduct as much business as possible via phone and/or email.
- We ask employees to stay home if they are sick and to not return to work until they are free of fever and/or signs of fever or other symptoms for 24 hours. If an employee is diagnosed or exposed to someone diagnosed with COVID-19, he or she must self-quarantine for 14 days as required by the CDC prior to returning to work. The following CDC web page lists specific isolation and quarantine protocol given your testing and vaccination status:

<https://www.cdc.gov/coronavirus/2019-ncov/your-health/quarantine-isolation.html>

Maintaining Healthy Communities

Our communities continue to complete service requests, unit inspections, and recertifications. Although not required, prior to entering an apartment, our employees have the right to ask the tenant if he or she or anyone else in the household is quarantining or isolating due to COVID-19 exposure. If the tenant answers “yes”, the employee has the right to politely refuse to enter the apartment home. EHM must then communicate to the resident that the work order, inspection, etc. will be completed after 14 days as recommended by the CDC. To further ensure the health and safety of our staff and residents, we recommend residents report a positive COVID test within their household to their property manager via phone, email, or in writing. This information will remain confidential.

To help us prevent the spread of COVID-19, we encourage all residents to join us in the following:

- Avoid common areas within our communities.
- Maintain a distance of at least 6 feet between other people.
- Wash hands often with soap and warm water for 20+ seconds. If soap and water are unavailable, an alcohol-based hand sanitizer is recommended.
- Disinfect personal spaces with disinfecting sprays and wipes.
- Stay home if you feel sick.
- Sneeze or cough into your elbow.

EHM continues to take the COVID-19 pandemic seriously and monitors developments as we are advised by the CDC, local and state departments of public health, and industry groups. We will adjust our operations further as needed, and we will inform you of any additional changes we make to protect our employees and residents. We are grateful for the opportunity to serve our communities and residents, and we appreciate the trust you place in us.