



March 30, 2020

To all our valued residents:

Meritus Communities is focused on the health of our residents, employees and partners. As the Coronavirus (COVID-19) situation continues to evolve, we continue to monitor this situation daily. Each one of us has a role in preparing ourselves and our families for potential disruptions and upholding our responsibility to prevent further outbreaks. If we each do our part, we can help lessen the risk for everyone.

We are relying upon recommendations from the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC). We are taking preventive measures to keep our communities clean and maintain a healthy environment.

- Community offices are taking additional steps to frequently clean high touch, high traffic areas
- Our community teams are receiving ongoing updates
- We are encouraging all team members to take any signs of illness seriously and seek medical attention as needed.
- Please reschedule any work in your home by team members if you are not feeling well. Work will be limited to health and safety issues until 4/14/2020.
- Our offices will not be open for face to face resident interaction except for emergency. In case of emergency please call the community office.
- Additionally, we are suspending the use/rental of all our community clubhouses, fitness centers, game rooms, pools and all playgrounds.
- All other outdoor amenities will be available for resident at their personal discretion. They should maintain social distancing protocols as recommended by the CDC.
- All resident events will be cancelled until 4/14/2020

We have had many questions on how best to pay April rent payments with the community offices currently closed to the public. There are two easy ways:

- Drop off your rent payment in the rent drop box at the community office.
- You can also pay your rent online. If you do not already have an username, please email portal@meritushmc.com with your name, email address, community, and site number. Instructions will be sent to you.



If you have been furloughed, unemployed, or have less hours as a direct result of COVID-19, please call your community office to discuss our April 2020 Deferral Program for qualified residents.

We remain committed to providing the service and support that our residents have come to expect from us. These measures are temporary and aimed to prevent spread of the virus. We will continue to adapt as the situation changes and additional guidance is issued.

Thank you for your continued residency.