

Due to the COVID-19 Pandemic, we would like to provide you with some information on our response and the “New Normal”. This Pandemic impacts us all - Residents, Employees and Businesses. We hope to work as a team to have the best possible outcome for our Community, our Residents and our Team Members. We thank you in advance for your cooperation and support through this challenging time.

### **Our Offices are Open**

While we have adjusted certain things to allow for maximum social distancing for our Team Members and Residents, we are very much staying open. We are here to provide the necessary services. This is a difficult and fluid situation, and we ask that all laws are followed and that all residents are respectful of each other.

- Experts have found that social distancing is an important part of slowing down the potential spread. We are still very much here to support and assist you and have adjusted to a scaled-back staffing plan with limited occupancy in the office.
- **All communications should be made via email, phone, or resident portal** (see details below). When Covid positivity rates are high, the office may closed to visitors. We are still here and will be completely available to communicate via phone, email, or portal.

### **Rent Payments / Resident Portal**

We need to remind residents that even though this is an uncertain time, all residents remain in a lease and should continue to make timely rent payments as normal.

- We ask that you do not make physical check or money order payments, and that all payments are made online on our **Resident Portal**.
- You can easily make payments on our portal via e-check or credit card. [Resident Login](#) can be found on your property website homepage. **If you have any trouble setting up a login or navigating the resident portal, our Team Members will be happy to assist you. Just call and we can walk you through it!**
- **On the portal you will be able to:**
  - Submit and check the status of service requests
  - Submit rent payments
  - Check your current balance
  - Message your office team with any concerns

### **What We Do to Prepare the Apartment for Move-in:**

We disinfect all touchpoints and surfaces with a disinfectant cleaner. We perform our normal maintenance, repairs, painting, and cleaning. Due to COVID-19, before move-in, we also use electrostatic backpack sprayers to disinfect the entire apartment, using a disinfectant product approved by the EPA for COVID-19. Some information about the cleaner we use can be found below:

- Approved by the EPA for use against SARS-COV-2, the coronavirus that causes COVID-19
- All-in-one germicidal disinfectant, sanitizer, deodorizer
- Kills 99.9% of infection-causing bacteria and viruses
- NSF certified to sanitize food contact surfaces
- No rinse required
- Non-toxic
- 100% biodegradable, odorless and colorless
- Hypoallergenic
- Safe for use in areas frequented by children and pets
- Made in the USA

**Educate Yourself & Take Responsible Action**

- We will remain diligent and will do everything we can to react responsibly. We also want to remind you that this is a collective effort, and we all need to take steps to protect ourselves, our communities, and our compromised population.
- We advise our residents to continue to monitor the situation and stay tuned to your local authorities. Please pay attention to the source of any information you receive to ensure its reputable, and we strongly suggest that you listen to the experts.
- Make responsible decisions – what you do now impacts you and the community
- Below is a list of official websites to help keep you informed:
  - [Center for Disease Control \(CDC\)](#)
  - [World Health Organization \(WHO\)](#)
  - [Alachua County COVID-19 Dashboard](#)

**Vaccines & Boosters:**

- The CDC says that they best way to protect yourself and help stop the spread is to be current on Covid vaccinations and boosters. Please refer to the links below for the most up to date information on vaccine and booster eligibility.
  - [CDC Vaccines & Immunizations](#)
  - [CDC Booster Shots](#)

**Maintenance:**

- We are asking our Maintenance Team Members to take precautions when entering apartments (masks at all times when indoors, hand sanitizer, and social distancing).
- **We ask that you always give all Team Members six feet of space in your apartment, and to please reside in a different room while they are performing the work.** Team Members have been instructed to do the same when interacting with residents.
- If you have been diagnosed with COVID-19, have symptoms, have a fever, or have been in contact with a person that has or is suspected to have COVID-19, please let us know and do not allow any Team Member to enter your apartment.
- **When Covid positivity rates are high, service requests are restricted to essential items**
  - **We ask that you limit Service Requests to essential items during this time.** Essential items are anything that could potentially be a life-safety issue or cause damage to the property.
  - This does not mean that you should let things go since not reporting issues can lead to additional damages. Residents are still required to report important issues. If you are unsure if something is an essential item, please contact the office via phone or email and we are happy to help figure out the best course of action.

**Living with Roommates**

As your Landlord, we are not in control of all things within your household. However, we have been asked for advice by many residents, so we wanted to share some suggestions as well as information from the CDC on living with roommates. We strongly suggest that all households agree on expectations and make a household plan early. Some of the things you may want to discuss with your roommates are your household mask policy, guest policy, risk level, etc. We recommend that this is something the group communicates about early on and has regular check-in meetings for feedback and adjustments. Below are some suggestions from the CDC when it comes to shared spaces such as kitchens, dining rooms, and bathrooms. We suggest you follow any recommendations from the CDC.

**Living with Roommates (Recommendations Directly from the CDC):****Shared Living Areas**

- Access should be available, but the number of people should be restricted so that everyone can stay at least 6 feet apart from one another.
- People who are sick, their roommates, and those who have higher risk of severe illness from COVID-19 should eat or be fed in their room, if possible.
- Do not share dishes, drinking glasses, cups, or eating utensils. Non-disposable food service items used should be handled with gloves and washed with dish soap and hot water or in a dishwasher.
- Guidelines for doing laundry such as washing instructions and handling of dirty laundry should be posted.
- Sinks could be an infection source and should avoid placing toothbrushes directly on counter surfaces. Totes can be used for personal items, so they do not touch the bathroom countertop.

**Please see the Standard Recommendations below for additional information****Sick person and close contacts**

- The sick person, their roommates, and close contacts need to self-isolate – limit their use of shared spaces as much as possible. They should:
  - Please notify us as well as your roommates if you test positive for Covid-19
  - Wear a mask when it is necessary to be in shared spaces
  - Avoid using public transportation, ridesharing, or taxis
  - Please visit the [quarantine and isolation](#) section of the CDC Website for more information
- **If you are a UF Student:**
  - Unfortunately, we do not offer quarantine facilities. Please reach out to the UF Health Student Care Center to find more information about quarantine housing options.
  - For up to date UF information, please refer to the [Covid-19 Guidelines](#) page through the UF website.
  - If you think you need medical care, you should notify your primary care physician/provider or the UF Health Student Care Center at 352-392-1161 and press 0.

**Standard Recommendations in all Situations**

More details can be found on the CDC's website, but these are the basics:

- Follow CDC's recommendations for getting vaccinated & boosted
- Follow CDC's recommendations for using a facemask.
- Avoid close contact with others. Maintain 6 feet of distance and avoid crowded and poorly ventilated spaces
- Test to prevent spread to others
- Wash your hands for at least 20 seconds; avoid touching your eyes, nose, and mouth; and if soap and water are not readily available use an alcohol-based hand sanitizer with at least 60% alcohol.
- Clean and disinfect frequently touched objects and surfaces regularly
- Monitor your health be alert for symptoms; take your temperature daily; and stay home when you have any symptoms.

**More details can be found here:**

- [CDC How to Protect Yourself & Others](#)
- [CDC Quarantine and Isolation](#)

### Amenities

**When the Covid positivity rates are high, we may close the fitness center and clubhouse per guidance from the CDC.**

- Laundry rooms will remain open
- The outdoor amenities (The Yard & Pool) will remain open. To limit occupancy we ask that you do not bring any non-resident guests to the amenities.

### **Important Guidelines for All Amenity Areas**

- If you have been diagnosed with COVID-19, have symptoms, have a fever, or have been in contact with a person that has or is suspected to have COVID-19, you may not enter any common or amenity areas.
- Social Distancing of six feet must be maintained while in all amenity areas.
- Mask are recommended outdoors and required indoors.
- Use of Amenities are at your own risk.
- Hand sanitizer and disinfecting wipes are available for all amenity locations. Please disinfect all surfaces before and after using amenities.

### **Pool**

- **No more than 8 residents can be in the pool at one time. No more than 20 residents can be on the pool deck area at one time.** Once these limits are reached, you will need to wait until persons exit these areas to enter. If others are waiting to enter an amenity space, persons currently in that area will be given a two-hour limit and then be asked to leave to allow others to enjoy these spaces as well.
- Pool is now limited to residents only. You will be required to provide photo ID when requested. Guests are not permitted at this time due to diminished pool capacity regulations.
- Households must remain together.
- Furniture is not permitted to be moved to maintain safe distancing.
- Residents should bring and use hand-sanitizer regularly when in the pool area, and refrain from any unsanitary conduct.
- No food or drink is allowed in the pool or pool area.
- General pool rules for our community are posted and remain in full effect. These include, but are not limited to:
  - No glass in the pool
  - For the enjoyment of all residents, when using the pool or amenity areas, please keep noise levels to a minimum. Loud music is not permitted.
  - Pets are not permitted in the pool at any time.
  - No diving, dunking, running, pushing, rough play, or obscene language in the pool area.

### **The Yard**

- **The Yard: No more than 10 residents can be in the yard at one time. Once these limits are reached, you will need to wait until persons exit these areas to enter.** If others are waiting to enter an amenity space, persons currently in that area will be given a 2-hour limit and then be asked to leave to allow others to enjoy these spaces as well.
- The Yard is now limited to residents only. You will be required to provide photo ID when requested. Guests are not permitted at this time due to diminished capacity regulations.
- Households must remain together.
- Furniture is not permitted to be moved to maintain safe distancing.
- Resident should bring and use hand-sanitizer regularly when in The Yard area, and refrain from any unsanitary conduct.
- General rules for The Yard are posted and remain in full effect.

**Fitness Center (When open)**

**When the fitness center is open, it will be limited to 4 residents at a time, limited to a one-hour time period.** Once these limits are reached, you will need to wait until persons exit these areas to enter. Residents will be required to use the provided disinfecting wipes to clean all equipment before and after use.

**As always, please notify us right away if you test positive for COVID-19.** Also, if you would answer YES to any of these screening questions, please do not visit the office or common areas, or allow any Team Members to enter your apartment.

- Do you have a fever (greater than 100.4°) OR symptoms such as a cough, congestion, sore throat, runny nose, shortness of breath, headaches, nausea or vomiting, or loss of taste or smell?
- Are you isolating or quarantining because you tested positive for COVID-19, are worried that you may be sick with COVID-19, or are you awaiting test results?
- Have you come into close contact with someone who has tested positive for COVID-19 in the last 10 days?

We are here to manage and support your community. As we gather additional information, we will keep you posted. Please do not hesitate to reach out via email, phone or the portal with any questions or concerns.

Sincerely,

The L3 Campus Team