



Dear Valued Residents,

March 20, 2020

Due to the unprecedented health crisis created by the COVID-19 virus, we are facing the same challenges as many of you as we navigate changing safety guidelines, social distancing and the rapid closure of most schools and currently of the most services within the state. Serving our residents while ensuring the wellbeing of our employees is our top priority. This announcement will address rental payment, maintenance calls, maintenance issues, rent and general safety issues. **Currently, our Orange office will be closed to all foot traffic until further notice.** Remember you may reach management by telephone (888) 285-3918 and email.

MAINTENANCE CALLS

At this time, we will be addressing maintenance call on the following order: emergency service calls first and then general maintenance calls as time and state regulations or guidelines permit, please call our 24/7 telephone line at (888) 285-3918 to reach a live operator.

MAINTENANCE ISSUES AND/OR WORK

We ask that you open your windows prior and during the time someone is in your unit, and that everyone in your residence please respects the recommended six-foot distance from our workers. Most importantly, if at the time of requesting maintenance anyone living inside of your residence is experiencing any indications of a contagious illness, we ask that you immediately contact us to postpone the work prior to entering your residence should they have any symptoms of illness. Lastly, we ask that you make soap and water available to our workers upon arrival, during the visit and at the completion of the job. These actions will help keep everyone safer.

Additionally, it has come to our attention general toiletry items are scarce. During this time, we must ask tenants to be mindful: DO NOT flush personal hygiene items, baby wipes or personal wipes down the toilets. Increased demand on the sewer system coupled with these items will clog toilets and main sewer lines. AT THIS TIME, WE HAVE LIMITED OR REDUCED MAINTENANCE CREW MEMBERS AND ACCESS TO PLUMBERS. SHOULD THESE PROBLEMS ARRISE WE ANTICIPATE SLOWED RESPONSE TIMES. PLEASE DO YOUR PART AND DO NOT FLUSH THESE ITEMS DOWN THE TOILET AS IT WILL EVENTUALLY CLOG THE SYSTEM AND IT WILL NOT ONLY AFFECT YOU, YOUR NEIGHBORS BUT ALL THE BUILDING AS A WHOLE. We ask you keep a trashcan next to the toilet to deposit these UNFLUSHABLE items in.

RENT

All rental payments must be made in the form of a personal check, cashier's check or money order remember to please always keep your receipt. Mail payments directly to the bank lockbox at:

SCREIS c/o

P.O. Box 80359

City of Industry, Ca 91716-8359

Payments can be dropped off with the on-site manager at your building, if you have one, or at the drop box located at 196 W. Guinida in the maintenance storeroom door. Additionally, SCREIS always accepts online payments. Visit our website for instructions on how to access the SECURE portal located at www.screis.com under the PROPERTY MANAGEMENT tab or email a request to Paulina Ruiz at pruiz@screis.com or ACHSETUP@screis.com.

GENERAL SAFETY

We care about your health. While you may have been keeping informed about how to keep yourself safe during this time, we believe it is valuable to remind you of the following ways to slow down the spread of infection and keep your loved ones as healthy as possible:

- Wash your hands thoroughly with soap and water for a minimum of 20 seconds
- Avoid shaking hands
- Keep a six-foot distance from other individuals when interacting with them. This includes neighbors.
- Routinely wipe down the counters in your kitchen and bathroom with sanitation wipes or similar cleaning supplies. The same goes for your phone and remote controls.
- If you are working at an office, use disinfectant or alcohol wipes to clean your workstation
- Avoid touching your eyes, nose, and mouth with unwashed hands (on an average people touch their faces 90 times per day)
- Cover your mouth and nose with a tissue or your sleeve when coughing or sneezing. Do not use your hands. Throw the tissue in the trash and then wash your hands thoroughly for at least 20 seconds.
- Wash your hands immediately upon touching new objects (packages/mail to your unit) which might be contaminated.

Should you or any other occupants of your residence experience any of the symptoms of the novel COVID-19 virus, it is extremely important that you take all the appropriate steps to protect everyone's health and to avoid the further spread of the virus. In that regard, we have attached information from the CDC; please review this carefully and feel free to share it with your friends and family. Excellent sources of the latest information concerning the virus are the CDC website at: www.cdc.gov/coronavirus/2019-ncov/index.html or <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx> and the WHO website at: www.who.int/health-topics/coronavirus.

We will stay current with the various city and state eviction moratoriums and time frames as they become effective. We encourage you to continue to pay your rent on time, because these new rules only postpone the time in which your rent is due. Take advantage of any or all the various local, state and federal assistance plans that will become available over the next days and weeks to ensure you don't find yourself behind in rent. Right now, it appears that two weeks paid sick leave and extended unemployment insurance may provide the most immediate relief to allow you to stay current with your rent. Know that we have systems available to facilitate online rent payments, we encourage you to use them. Please know that your rent is essential for us to keep your services functioning without interruption. If you experience income disruption as a result of the pandemic, and you are concerned about paying your rent, please contact our office.

We ask that you minimize your time in the laundry rooms to loading and unloading clothes only and ensure that you save folding for home. During wash and dry cycles, please remain in your residences and please wash your hands before and after entering the laundry room. Doing so will help minimize social interactions in these shared resources.

In keeping with government recommendations, we ask that residents avoid spending time outside apartment or going to and coming from the parking areas. No social gatherings in the common areas. **REMEMBER WE ARE ALL IN THIS TOGETHER** and Thank you for your patience and understanding as we work together to manage this difficult situation.

Kindest Regards,
SCREIS