



OUR RESPONSE TO COVID-19 & SAFETY PROTOCOLS

At Steve Brown Apartments our number one priority is to provide each resident with a hassle-free rental experience, and Covid-19 has only strengthened our resolve.

Since March, we've been taking our cues from the Centers for Disease Control and Prevention (CDC) and state and local Public Health and following their recommendations and requirements. Here's a summary of everything we're still doing to protect you and our employees, along with additional information to help you do the same.

Updated 7/22/20

Our Offices

As an **essential business**, our teams will be out in the field, in-office, or virtually, taking care of our residents and our properties throughout the pandemic. Today, all of our offices are open and staffed. While we love seeing our residents, during this time we ask that you work with us using our Online Resident Portal whenever possible to send messages, pay rent, submit work orders, check account balances, etc.

If you do need to visit us in person, please note that there is a **Dane County mandate requiring you to wear a mask when entering our offices** or when you are in any interior common area of our properties. We also ask that you maintain 6 ft. of distance from your neighbors and our team. Please follow all posted notices.

Moving In

We're doing everything we can to make move-in day as contactless and hassle-free as possible. Your move-in email will have specifics on where to go and what to expect. We encourage you to use your Online Resident Portal to ensure your account balance is \$0 and forms are signed before you arrive to pick up your keys as this will expedite the process, so you can focus on getting settled in your new home quickly.

Your Apartment

We may need to enter your apartment from time to time during your residency, either at your request or due to seasonal maintenance and emergency needs. When we enter your apartment, we will do everything possible to maintain your safety, including wearing recommended PPE such as masks and sanitizing your residence as we depart.

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Your Building

If your residence has amenity spaces like community rooms, fitness centers, or outdoor features, please note that you must follow CDC and Public Health guidelines when using these spaces. Limit yourself to small gatherings and use proper precautions, like wearing masks and distancing. These areas also may have limited capacity at this time and may be closed from time to time if we feel they are posing an unnecessary risk to residents or are mandated to do so. Please follow the posted notices in these spaces.

We are sanitizing the high-touch surfaces (elevators, doorknobs, equipment) at our larger properties daily, and in some cases, more frequently, in accordance with the CDC sanitization guidelines. If you are using our fitness equipment please sanitize it before and after each use.

Communication

Email has remained our primary method of communication during the pandemic. Please find the instructions for your email provider and white list the domain "@emailrelay.com." This is the "from" domain on our notification emails. We can be reached by phone or by using your Online Resident Portal.

Doing Our Part, Together

Our team will stay home if they are sick, will wear masks in your presence, and will observe proper distancing as much as possible. We ask you to do the same. If you feel one of our team members is putting you in jeopardy or have other concerns, please let us know. As instructed by Public Health, our team is not policing mask wearing and social distancing for anyone other than our employees. If someone is not abiding by the requirements, we assume they have a legitimate medical exception. We ask that you also avoid making assumptions and that you are respectful of your neighbors during this difficult time.

Your Lease

The situation with Covid-19 as it relates to jobs and school has been difficult for everyone. No matter what happens in the coming year, we want you to know that you do not need to leave Madison or your apartment regardless of what changes other institutions take. It is your home. If you do end up leaving your residence for an extended period of time, please let us know so we can keep an eye on things for you.



For the most part, you are in control of how you choose to interact with us – virtually or in-person. If there are urgencies or emergencies, we'll work together to find a way forward. We can't control every situation, but we'll do our best to respect each resident's comfort level.

Thank you for your continued patience as we move through these challenging times, together. We truly appreciate the opportunity to serve you and thank you for choosing Steve Brown Apartments.