



Dear Residents:

On March 22, Governor Cuomo issued Executive Orders, which urges New York residents to remain home, and employers are urged to promote work-from-home arrangements to the greatest extent possible. As it pertains to the apartment industry, the executive order would allow maintenance and management activities at apartment communities in New York to continue. We have our maintenance staff working in staggered shifts and limiting our office personnel to no more than two at one time to keep the management team as safe as possible while still providing residents the service they need. We are asking all residents to do their part and adhere to the following recommendations:

- Please inform management if you have been diagnosed with COVID-19 or you are currently in quarantine. We will ask this question before having maintenance respond to a maintenance request in your apartment. This information will only be shared with relevant staff and will otherwise be kept confidential.
- Maintenance work will be limited to emergency issues only and require that all residents comply with social distancing when a maintenance technician enters the apartment.
- Residents are required to submit all requests via phone, email or through our resident portal – in person requests will not be considered.
- All in-person meetings with property management must be scheduled, including visits by prospective residents.
- All rental payments can be made online through our resident portal or left in a drop box at the office.
- All community rooms, gyms, playgrounds, common areas or other amenities have been closed to promote social distancing.
- We ask that all residents adhere to the Governor's Executive Order requiring extreme social distancing and CDC recommendations on handwashing and other best practices.

We thank you for your patience and full cooperation while we work through this difficult time together.

Fieldstone Properties