

Dear Residents,

Upon the order from the Office of the Governor and health officials, Luminest suspension of daily operations is extended through April 30th. All staff will continue to work-from-home. Voicemails and E-mails will be checked daily.

During this time, if you have a maintenance issue, please call the work order line; if it is a true emergency, press option 1; otherwise, press option 2, and always leave your name, address, a number for return calls, and details of the issue. Only urgent repairs will be addressed at this time. Additionally, to limit potential exposure staff will not be entering the building for daily disinfecting of common areas.

We appreciate your understanding and cooperation, and encourage calm and cautious participation in social distancing behaviors while we wait for things to calm down. It is recommended that all residents:

- **Wash your hands often with soap and water for at least 20 seconds**
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Use a tissue or sleeve to cover your hand or finger when touching elevator buttons, door handles, handrails, handshaking with people, etc. Sanitize your hands after contact.
- Avoid touching your face, nose, eyes, etc.
- Clean & disinfect your home to remove germs, especially doorknobs, switches, and phone

Residents are advised to stay in homes, limit guests to essential visitors, and avoid unnecessary contact. Residents with pets are free to continue walking their pets, but should return to their apartments afterwards. Necessary visitors, such as home health aides, are expected to adhere to the aforementioned tips and **wash their hands with soap and water for at least 20 seconds** immediately upon entering your apartment.

If you develop fever, cough, and shortness of breath call your healthcare Primary Care Physician. Please do not go to an Emergency Room (ER), Urgent Care facility, or your PCP office until first calling your PCP.

Sincerely,

Luminest Staff & Management