



MOUNTAIN VIEW HEIGHTS

A HOT SPRINGS COMMUNITY

March 19, 2020

Subject - COVID-19 (Coronavirus) Information

To Our Valued Residents and Prospective Residents,

Allied Orion Group, the Management Company for Mountain View Heights is closely monitoring the situation surrounding the Novel Coronavirus/COVID-19 and has implemented a plan to mitigate the impact on our residents, prospective residents, and the team on-site. They have identified and are implementing social distancing practices for the on-site team to follow based on information received from the CDC.

Currently, the leasing office will be staffed during their regular operating hours. However, to lessen the exposure of staff and residents to the COVID-19 virus, they have encouraged the team at Mountain View Heights to practice social distancing habits which include the following changes to operation:

Public Access to Community Offices and Common Areas

- Our community will continue to operate but will be closed off to public and resident access.
- Current residents are encouraged to communicate with the office staff by use of phone, fax and email.
 - Phone: 501-624-4405
 - Fax: 501-232-2978
 - Email: mountainview@allied-orion.com
- Access to common areas and amenities are closed until further notice.
- We will discontinue resident events until further notice.
- Beginning Wednesday, March 25, 2020, our leasing office will no longer be accepting packages given the current environment surrounding COVID-19. We encourage you to arrange for package delivery to the front door of your apartment or a package hub located nearby the property. If you currently have a package in the office, a member of our office staff will be contacting you to arrange for your package to be delivered to your front door.

Resident Service Requests

- Preventative maintenance, unit repairs and unit inspections have been suspended until further notice.
- Your apartment will be entered for emergency repairs only.
- Upon a resident request for emergency service, a series of questions will be asked:
 1. Does the resident have any of the following respiratory symptoms?
 - Fever, sore throat, cough, shortness of breath
 - If YES to any of the above, we will be unable to complete the emergency service request at this time.
 - If NO, additional questions will be asked.

2. Has the resident:

- Travelled internationally within the last 14 days to areas where COVID-19 cases have been confirmed
- Worked in a health care setting that has confirmed COVID-19 cases
- Had close contact with a person known to have Coronavirus (COVID-19)
 - If YES to any of the above, additional measures will need to be taken to complete the emergency service request.
- Maintenance Associates are required to perform work with proper Personal Protection Equipment which includes disposable masks, gloves, and safety goggles.
- Pest Control will be suspended until further notice.

For continued up-to-date information regarding Coronavirus/COVID-19, please refer to the following CDC link:

Centers for Disease Control (CDC) website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Please contact our management team in the office with any questions.

Sincerely,
Mountain View Heights Management