

**Coronavirus Disease 2019 / COVID-19
Onsite Prevention & Response Update (2)**

Dear Valued Residents,

March 17, 2020

Alliance Residential Company and Stanford West Apartments are aware of growing concerns regarding Coronavirus Disease 2019 / COVID-19. We are also closely monitoring developments via key resources such as:

- www.healthalerts.stanford.edu
- www.cdc.gov/coronavirus/2019-nCoV/summary.html

Based on direction from WHO and the Centers for Disease Control (CDC), the single best method to slow the pace of infection is for people to have less direct or close contact with other people, along with the enhanced cleaning protocols we have already implemented.

In line with this, we are doing our part to maintain the health of our residents and associates. This includes the decision to temporarily close our Leasing Office to conduct business face-to-face. We ask that you help us be stewards in decreasing the spread of infection by using alternate methods to communicate with us, in lieu of an in-person visit. This includes contacting us by phone, email or through the resident portal. Our team will be available by phone or email during regular office hours Monday through Saturday, 9am to 6pm.

The resident portal, if you aren't yet familiar, offers a variety of features, including online rent payment. If you've not previously engaged with our portal or signed up for online payments, you'll receive an automated email soon with instructions for doing so.

We will also be temporarily closing access to amenity spaces including Corner Store, Fitness Center, Business Center, Clubhouse, playgrounds, swimming pools and grilling areas. The closure of these amenities allows our team to focus their resources and supplies on cleaning community corridors, handrails, doorknobs and other high-touch surfaces. All essential community amenities, such as mail areas, storage rooms, bicycle storage rooms, car wash, and EV charging stations will remain open. Wi-Fi immediately outside our Leasing Office and Clubhouse is available by connecting to Stanford Secure or Stanford Visitor networks.

Resident events and gatherings have been suspended until further notice and our service teams will postpone completion of non-emergency service requests at this time. We are working through protocols which would allow us to complete these requests while still reducing risk for residents and associates, and will provide an update as soon as we are able. In the meantime, we will continue to focus our efforts on maintaining the buildings with additional emphasis on hygiene.

We know our residents depend on us to provide the comforts of home, particularly during uncertain times, and will continue to operate with that at the forefront of our minds. Our focus during this challenging time is to ensure you feel supported, and that you understand these shifts are out of an abundance of caution for your own health and safety, as well as that of our associates.

If you believe that you have been exposed to COVID-19, you should immediately contact your health provider. Currently, we are not aware of any confirmed cases at Stanford West Apartments, or with any of our associates.

In the event of a COVID-19 diagnosis at one of our residences or with one of our associates, our response plan would include immediately contacting the local and federal health authorities. All other response measures may vary, depending on the severity of the matter and the guidance of health officials.

If you have comments, concerns, or questions, please contact the Leasing Office at (650) 725-2000 or by email stanfordwest@allresco.com.

Thank you for your understanding and partnership through this challenging time. We are here for you and the community we live in, and we'll continue to keep you informed.

The Stanford West Apartments Management Team