



**To: Residents of AKAM Managed Properties**  
**Date: March 23, 2020**  
**Subject: Coronavirus (COVID-19) Update**

Dear Residents:

We hope that you and your families are safe and well. The Centers for Disease Control and Prevention (CDC) and the Florida Department of Health (FLDOH) mandate specific procedures for preventing the spread of the Coronavirus (COVID-19). Following these guidelines is what you can do to actively take part in protecting the health and safety of your loved ones and neighbors.

As you may be aware, all counties in our area have mandated that non-essential establishments close. However, the operation of your property is considered an “essential service” and it is AKAM’s intention to continue to provide services as close to normal as possible. As previously mentioned, should governmental edicts change and/or staffing levels become affected it may become necessary to implement additional revisions in operating procedures.

Below are important updates and procedures regarding various aspects of your property’s operations.

**Notification and Quarantine:**

Residents are asked to immediately inform your AKAM Management Executive if anyone in their household tests positive or has been exposed to the virus and must be quarantined per government guidelines. This includes mandated and voluntary quarantine. Please rest assured that your identity will be kept confidential should the property inform other residents of the quarantine or if a resident(s) test positive. **Timely communication and strict adherence to quarantine protocols by residents is critical to managing the risk of spreading the virus to your fellow residents and/or property staff members.**

The property will follow all government issued directives and best practices to manage the risk of community spread. There are specific steps that must be taken by your staff if a unit has occupants who are under quarantine which include conducting additional thorough cleanings of areas that have been traveled within the building.

**Building Operations:**

As noted above your Property Management is deemed an essential service under interpretation of the county new orders. Please keep in mind that this is subject to change by governmental authorities and we must be prepared should this occur.

In addition to the already enacted measures and changes to normal operating procedures, including but not limited to the closure of amenity spaces, it may also become necessary to further restrict or modify current operating policy. Main entrances and other access points may be locked for safety reasons and/or due to potential staff scheduling constrictions, therefore all residents are always directed to carry your keys/fobs as well as a governmental form of identification.

While we certainly hope a worst case situation does not become reality, in the event of an extreme shortage of staff due to illness or any governmental issued orders, AKAM has recommended a scenario for potential resident volunteers to perform basic property operations. In preparation of this possibility, we are actively discussing with our AKAM Management Team and your Board of Directors should this become necessary.

**Sanitizing and Disinfecting:**

Your AKAM staff members and service providers have been provided with DOH issued guidelines on increased cleaning of common areas and frequently touched surfaces including amenity spaces, as applicable. Hand sanitizing stations or hand sanitizer as available are at entrances and high-traffic areas. Please follow proper personal hygiene guidelines and practice social distancing. Any updates to cleaning protocols and procedures will continue to be sent to our AKAM team members and property staff as they are received.

Additionally, we urge all residents to follow CDC and DOH guidelines on cleaning and disinfecting your individual units. These guidelines can be found on the respective sites of these agencies.

**Individual Unit Access:**

If a property staff member must enter your unit for repairs or other reasons, they have been instructed to ask if a member of the household has symptoms of the virus, has traveled overseas, or has had contact with someone who has been exposed or confirmed to be infected. If the answer to those questions is yes, and the reason for entry is non-essential, the visit can be postponed for 14 days or until the affected members of the household are feeling better. If the visit cannot be postponed, the members of the household can be asked to go into a separate room with the door closed or maintain at least a 6-foot distance from the building staff member

while working in the unit. Please understand that these protocols must be adhered to in order to protect the safety and well being of AKAM's staff and other property personnel.

**On-Site Office:**

To ensure the safety and well-being of our valued AKAM Team Members, residents are required to make contact via phone or e-mail rather than making in-person visits to the offices.

**Preventative Practices:**

Preventative practices are key in helping to mitigate the likelihood of contracting any respiratory illness. As noted by the CDC and DOH, the following actions can help minimize your risk:

- Stay home if you are sick
- Avoid close contact with people who are sick
- Wash your hands often with soap and water for at least 20 seconds
- Do not touch your face with unwashed hands
- Wash your hands frequently
- Be mindful of contact with persons who may be suffering from a respiratory illness
- Cover your mouth and nose with a tissue when coughing or sneezing

The entire AKAM team continues to work tirelessly to deliver the support and resources to maintain safety while continuing to provide services as normal as possible in your community. We will continue to keep you informed as additional information becomes available. Please do not hesitate in contacting your AKAM Management Team should you have any questions or require assistance.

Thank you for your continued support, cooperation and confidence in your AKAM Team.

It is our privilege to be of service to you.

Sincerely,

David Cohen  
Executive Vice President