



Dear Residents,

Over the past month, we have been sending regular updates regarding changes to building operations as a result of COVID-19. Our goal with these updates is to make sure that all residents are aware of resources, best practices and guidance for the residential community as we navigate the next few weeks and beyond. In preparing this update for residents, Columbia Residential considered guidance from [Columbia Preparedness](#), the Centers for Disease Control & Prevention (CDC), Department of Health (DOH) and Office of Emergency Management (OEM).

COVID-19 Updates and Important Reminders as of April 14, 2020

- As a reminder to all residents, personal items must not be stored in the hallways or any common areas of the building. If you are under strict quarantine, please contact your Resident Manager or Superintendent to make arrangements for package/food deliveries and garbage removal.
- As of April 13, where possible, some building staff shifts have been revised to provide coverage into the early evening hours. We will continue to monitor staffing schedules and make any necessary adjustments to better serve our residents.
- To reduce crowding in lobbies and package rooms, we ask all residents to please pick up packages and deliveries promptly upon delivery. To reduce the number of packages left in our open lobby areas, staff members may be asked to shift any overflow of packages into less visible areas.
- Now that the CDC is recommending that all persons wear masks when out in public, it will be more difficult for staff to identify residents. Please be sure to always carry photo ID with you, as staff may ask you to see it. Additionally, please keep your apartment doors locked and secured at all times.
- Columbia Residential has provided masks to all employees, and they continue to wear gloves and follow all recommendations for hand washing, sanitizing, and more.
- We have asked all residents to avoid crowding in elevators, and we are pleased to see that most are taking precautions. At this time, we must ask that only one person or family utilizes an elevator at a time. We ask that residents please help us enforce this rule, as it is difficult for staff to monitor. When possible and if able, residents should consider taking the stairs instead of the elevator.
- eCycleNYC and reFashionNYC have been temporarily suspended by the city, so we ask all residents in participating buildings to hold onto electronics for disposal and clothing for donation for the time being. We will notify residents when these programs have been reinstated.

We appreciate your understanding and cooperation, and we encourage you to reach out to us with any questions or concerns.

Sincerely,

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