



## COVID-19 Updates and Important Reminders as of April 2, 2020

Dear Residents,

We have been sending regular updates in reference to COVID-19. The following communication update has been prepared specific to residents of Columbia Residential Housing to outline changes to building operations and expectations while we continue to navigate the next few weeks and beyond.

The actions outlined below are advised and are consistent with industry best practices and interim guidance issued by [Columbia Preparedness](#), the Centers for Disease Control & Prevention (CDC), Department of Health (DOH) and Office of Emergency Management (OEM). These are temporary, proactive and protective measures while we learn more about what we should be doing to make informed decisions about building specific operations.

- Please be advised that, effective immediately, Columbia Residential has advised staff not to enter any apartments of residents, unless there is an urgent health/safety issue or an emergency condition. If staff must enter an apartment, the resident(s) will be directed to maintain a social distance, and if possible, to move to another room.
- All other building related services (i.e. front desk services, porter services, garbage pick-up, and emergency repairs by in-house staff) will continue as close to normal as is possible, with enhanced protocols that have been issued to building staff, but are subject to change with little or no notice.
- As a reminder, use of fire escapes must be limited to emergencies only. Residents may not block or leave any items on fire escapes, and it is against [Columbia policy](#) and the law to use fire escapes for any reason other than emergency egress.
- Please be mindful of your surroundings as you navigate the community, especially when riding elevators and sharing spaces with others. Please respect your neighbors who do not wish to share an elevator.
- Trash may not be left in common areas for any length of time. Refuse must be tightly bagged and brought down to the lobby or central trash area; trash bins on any other floors will no longer be used.
- Residents should contact their superintendent with questions about your building's specific procedure.
- Please do your best to limit or eliminate guests and visitors. One of the most important actions we can take as a community is to stabilize the population of people in our buildings as much as possible. Residents must come to the lobby to receive deliveries or guests.
- As more residents (adults and children alike) are spending time in their apartments, we ask that everyone remain mindful of your neighbors. All residents must continue to abide by building rules which include but are not limited to:
  - Smoking is strictly prohibited in all areas of the building, including balconies and 25 feet from all building entrances, vents, and windows.
  - Building quiet hours are from 11pm to 8am, however we ask that residents remain mindful of excess noise at all times.
  - Doors should not be propped open at any time. To air out your apartment from cooking odors, please open a window.

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

Sincerely,

**Columbia Residential**  
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