



NOTICE TO RESIDENTS

Leasing Office Maintenance Requests

We are continuing to adapt in response to the COVID-19 pandemic.

Effective immediately, we will be closing our leasing offices to the public until further notice.

We will continue to remain available to you via phone or email for any of your requests, questions and concerns. Please utilize the property's rent drop box for submitting any payments or correspondence.

Our Maintenance Team will be responding to repairs that constitute as **EMERGENCIES ONLY** and require access to your home:

No Heat
Major Leak or Flood
Refrigerator or Range not working
Clogged Toilet in homes that contain only one
Fire (Call 911 FIRST then contact us)

Should you have a concern that does not qualify as an emergency, please do not hesitate to contact us to discuss further.

As the COVID-19 situation continues to progress, and people are being encouraged to stay at home as much as possible, we ask that everyone cooperate and exercise courtesy toward your neighbors so that we can all benefit from peaceful enjoyment and make the most of this time spent at home.

We appreciate your patience and cooperation as we make every effort to serve you during this difficult time. Due to the volume and nature of the calls and concerns that are coming in, we are doing our best to prioritize emergencies. The safety of our staff and our community remains paramount.



NOTICE TO RESIDENTS

AMENITY CLOSURES MAINTENANCE REQUESTS

Dear Residents:

Your health and safety are top priority as we work together in this unprecedented time of concern. In an effort to limit potential contamination, we are taking social distancing seriously.

At this time, all community amenities will be closed until further notice and please limit maintenance requests to emergency work orders only.

Residents should utilize the online portal for maintenance requests and property drop box locations to pay rent. We are available to answer questions by phone or email.



WWW.DAWNHOMES.COM

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PSA: CORONAVIRUS (COVID-19) DHM PROPERTIES' COMMUNITY ACTION

DHM Properties are staying proactive during this time of global concern by following guidance from the Center for Disease Control & Prevention (CDC) and taking precautionary measures to promote a safe environment for employees, residents, and visitors.

DHM Properties are also making a concerted effort to increase cleaning procedures in common areas throughout the property.

Please join us as we continue to support and promote guidance from the CDC and public health officials.

PREVENTION

1

1. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
2. Avoid touching your eyes, nose, and mouth with unwashed hands.
3. Cough or sneeze into your sleeve (elbow) or tissue, and discard used tissues in the trash.
4. Avoid close contact with people who are sick.
5. Clean and disinfect frequently touched objects and surfaces.
6. Stay home when you are sick.

LOCAL SUPPORT

2

If you have reason to believe you or another person you've been in contact with may be infected with COVID-19, we encourage you to contact your [local health department](#) or the visit the [CDC's Coronavirus Disease 2019 webpage](#). Please also contact your local office to report such interaction so that we may take appropriate measures to ensure the safety of our community.

3

SUPPLIES

For properties with leasing offices, public restroom facilities, fitness center and/or a clubhouse, DHM Properties will make every effort to maintain common area cleaning supplies for residents or guests to utilize in these facilities.

As of today, our offices remain open and ready to serve our community.

We are confident that our procedures in place will keep us prepared and we will continue to act according to guidance and recommendations from the CDC and other public health agencies.

We encourage our community to engage with us through our website, social channels and by phone.



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