



## COVID-19: Policies and Procedures

### LEASING:

- Vacant units shall be shown virtually to perspective tenants through photographs and virtual tours available at [TrophyRidgeApartments.com](https://TrophyRidgeApartments.com).
  - Only perspective tenants who have an approved application will be allowed to participate in a self-showing. The Apartment Manager will open the unit prior to the showing, but will not accompany the approved applicants.
- All access by tenants and prospective tenants shall be restricted from the Leasing Office. Contact will only be allowed by telephone, email, or the AppFolio portal.
- All applications and lease agreements shall be prepared and executed electronically and remotely. In the event electronic technology is not used by a perspective tenant, documents shall be discussed and prepared via telephone.
- Keys shall be distributed to new tenants by placing them in the unit prior to the tenant moving in.

### MAINTENANCE:

- Interior maintenance shall be limited to only emergency requests.
  - No filter changes will be completed.
  - Washers & dryers shall be installed prior to tenants moving in.
- When possible, maintenance requests shall be photographed or videoed by tenant and sent to the Apartment Manager via text, email, or the AppFolio portal.
- If an emergency arises, tenant shall use wipes to disinfect the surface of the surrounding area prior to the Maintenance Manager arriving. Tenant shall leave the room while the Manager makes the repair.
- Prior to arriving, the Manager will ask the tenant if they have exhibited COVID-19 symptoms or have traveled outside of Wise County in the last 30 days.

### PAYMENTS:

- Rent shall be paid by ACH payment through the AppFolio portal, mail, or by placing a check in the Leasing Office drop box.

### ACTIVITIES:

- Social distancing shall be practiced among all residents and employees.
- Walking or jogging is permitted on sidewalks within the complex as long as distances are respected.