

## OUR RESPONSE TO COVID-19 & SAFETY PROTOCOLS

Welcome to Dorm@Lucky and thank you for choosing to live with us this year! Our number one priority is to provide you with a memorable and hassle-free first-year experience. Covid-19 has only strengthened our resolve.

Since March, we've been taking our cues from the Centers for Disease Control and Prevention (CDC) and state and local Public Health and following their recommendations and requirements. Here's a summary of everything we're still doing to protect you and our employees, along with additional information to help you do the same.

Updated 8/6/20

### Our Offices

As an **essential business**, we are at work, in-office, or virtually, taking care of our residents and the building throughout the pandemic. Lucky's offices are open and fully staffed. While we love seeing our residents, during this time we ask that you work with us using our Online Resident Portal whenever possible to send messages, pay installments, submit work orders, check account balances, etc.

If you do need to visit us in person, please note that there is a **state-wide mandate requiring you to wear a mask when entering our offices** or when you are in any interior common area of our properties. We also ask that you maintain 6 ft. of distance from your neighbors and our team. Please follow all posted notices.

### Move-In Day

We're doing everything we can to make move-in day as contactless and hassle-free as possible. Your move-in email has the specifics on where to go and what to expect, but please consider using your Online Resident Portal to ensure your account balance is \$0 and forms are signed before you arrive to pick up your keys as this will expedite the process, so you can focus on getting settled in your new home quickly.

We ask that you limit your helpers to two people. We will have traffic lines and 6ft markers to help with distancing. Move-in carts are available to check out at the Concierge desk; they will be sanitized between each use.

### Your Residence

We may need to enter your residence from time to time during your residency, either at your request or due to seasonal maintenance and emergency needs. When we enter your apartment, we will do everything possible to maintain your safety, including wearing recommended PPE such as masks and sanitizing your residence as we depart.

Our ResLife team also performs nightly walks of the Dorm floors. They will be wearing appropriate PPE for these walks. Throughout the year, they will also be enforcing all public health guidelines as it relates to groups, face coverings, distancing, and other health precautions to maintain the health of the community.

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### The Lucky Building

You must follow CDC and Public Health guidelines when using the floor lounges, laundry room, lobby fitness room, and rooftop decks. Please limit yourself to small gatherings, use proper precautions, wear a mask, and distance from others. Some amenities may have limited capacity or may be closed from time to time if we feel they are posing an unnecessary risk to residents or we are mandated to do so. Please follow the posted notices in these spaces.

We are sanitizing the high-touch surfaces (elevators, doorknobs, equipment) at our larger properties daily, and in some cases, more frequently, in accordance with the CDC sanitization guidelines. If you are using our fitness equipment please sanitize it before and after each use.

### Additional Precautions

- **Events:** We are following public health guidelines for group events. Currently, groups are limited to 10 people or less (with masks), or they are online video call events.
- **Daily Expectations:** The ResLife staff will be available to residents daily and will be using video calls and technology to communicate. They will also be enforcing all public health guidelines as it relates to groups, face coverings, distancing, and other health precautions to maintain the health of the community.

- **Visitors:** We are following current public health guidelines, which indicates groups of 10 or less. You are encouraged to limit gatherings further and to wear masks.

- **Roommate Agreement:** Every year our Dorm residents complete a Roommate Agreement. This year's agreement will include specific precautions each group will adhere to in their residence (guests, cleaning practices, travel, etc.).

### Doing Our Part, Together

Our team will stay home if they are sick, will wear masks in your presence, and will observe proper distancing as much as possible. We ask that you do the same. If you feel one of our team members is putting you in jeopardy or have other concerns, please let us know.

### Your Contract

The situation with Covid-19 as it relates to jobs and school has been difficult for everyone. No matter what happens in the coming year, we want you to know that you do not need to leave Madison or your residence regardless of what changes other institutions take. It is your home. If you do end up leaving your residence for an extended period of time, please let us know so we can keep an eye on things for you.



For the most part, you are in control of how you choose to interact with us – virtually or in-person. If there are urgencies or emergencies, we'll work together to find a way forward. We can't control every situation, but we'll do our best to respect each resident's comfort level.

Thank you for your continued patience as we move through these challenging times, together. We truly appreciate the opportunity to serve you and thank you for choosing Domr@Lucky this year.