

March 13, 2020

Dear Resident(s),

Since we are an elderly housing complex that represents the most susceptible population affected by viruses and with the recent outbreak of the coronavirus (COVID-19), we are taking the precautions to help reduce the spread of the virus to our staff, their families but also to you the residents. It is important we all work together, staff, residents and their visitors in communicating with one another for our mutual protection.

If you are not feeling well or are experiencing symptoms:

- Please stay in your apartment as much as possible
- Avoid contact with other residents
- Do not come to the office
- Ask your visitors to not enter our building if they have symptoms

If you need to speak with a staff member, please call (785) 233-6269. If you have something you would like to leave for the office, please drop it in the drop slot.

If you are calling about a maintenance request, please inform us if you are experiencing any symptoms or are self-quarantining due to the virus. Maintenance will not enter any units if you exhibit any of the symptoms or are being self-quarantining, please expect a delay in your maintenance request.

If you have a maintenance emergency and we must enter your apartment, we need to know ahead of time so our staff can take precautions.

Staff members will afford you the same respect and will not come to work if they are experiencing symptoms.

Thank you,

Management

Shorey Villa Residents:

Since there may be a shortage of toilet tissue, we are reminding you that if you must find alternative sources of products to use in place of toilet tissue, **DO NOT** flush anything down the toilet other than toilet tissue. If you use alternative products, dispose of them in the trash.

March 23, 2020

Dear Shorey Villa Resident:

Due to the circumstances and to limit the potential spread of COVID-19, maintenance requests may still be submitted, but **we will have to delay non-emergency requests until further notice.**

If a maintenance emergency does occur call 785-224 6989 (Lakin's Cell) so staff can resolve it timely. If you feel your life is in danger for any reason immediately dial 911.

Below is a list of maintenance emergencies:

- Fire – call 911 first, then Lakin
- Gas Leak – call Kansas Gas Service (888)-482-4950 first, then Lakin
- No electricity – call Evergy at (800) 383-1183 first, then Lakin
- Backed up sink, toilet or sewer line – DO NOT continue to use water, shut the water off if possible
- Water leak
- Flood
- NO water or no HOT water
- Toilet not operating – if only one bathroom in household
- Electrical short
- No HEAT if outside temp is BELOW 65 degrees
- No AIR CONDITIONING if outside temp is ABOVE 85 degrees
- Frozen pipes
- Any other safety hazard concern

Failure to report a maintenance emergency may result in long term damage to your unit and/or the property.

Non emergencies may be reported the next business day. You can call in non-emergency work orders and we will take them down for a later time when this situation we are in passes. You may also email non-emergency work orders to lakin@shoreyvilla.net.

Health and safety for you and our staff is of the utmost importance. Please notify us if you are experiencing flu-like symptoms, high risk or are currently quarantined (self or under direction of a physician).

Any staff members effected or experiencing symptoms will not be scheduled for work or entering your home.

Be well and be safe!

Management