



Steven Scott Management COVID-19 FAQ

Q: Why are my community's amenity areas (club room, fitness center, pool, game room, coffee bar, playground) closed and unavailable for me to use?

A: *We have closed our amenity spaces to encourage people to practice social distancing. We do understand that the amenities are valued spaces, and this decision was not made lightly. However, we felt the decision was necessary to protect our residents and employees. If you have reserved a community space for a private event, please reach out to your Manager. Thank you for your support and understanding, our goal is to re-open amenities as soon as possible.*

Q. Will my rent be reduced due to the loss of the amenity spaces?

A: *We currently are not offering any rent discounts related to the closing of our amenity spaces. Our amenities are a feature of our communities that are offered to our residents free of charge and are not included in rental payments. We understand your concerns that we have limited your access to amenity spaces. We did not take this step lightly and did so to aid in slowing the spread of COVID-19 during this pandemic, following CDC guidelines. We are hopeful that these steps which we and other apartment communities are taking will have a positive effect on reducing the spread of COVID-19, and that our amenity spaces will be available to you again soon.*

Q: Why is the office closed or staff working but not on-site?

A: *You may notice some changes in staffing as we navigate through this period. We have enacted and are encouraging social distancing practices for our team, and within our communities in order to do our part to flatten the curve. This means limiting our interaction with the general public, reducing staffing on-site, and getting more creative with our office hours as a result. We assure you that this is a temporary measure, and that our Management team is fully connected remotely to assist you with any need you may have.*

Q: What if I can't make my rent payment April or May?

A: *We understand residents may be concerned about rent payment flexibility and job loss. We have put into place resident relief efforts including options for payment plans and other policies meant to lessen financial hardships for those in need. It's important to understand eviction moratoriums that have been put in place do not relieve residents of paying their rent or complying with their lease. We are all in this together and don't want to add to the burden of this already stress-filled time. If you are having trouble making your rent payments due to the impact of Covid-19, please reach out to the Manager of your community. As a reminder, The Family Housing Fund (FHF) has compiled a **list of resources** covering a variety of financial support resources available for those in need.*

Q: How would I go about terminating my current lease due to my concerns regarding COVID 19?

A: While we do understand your concerns regarding the COVID 19 virus, we currently are not offering any lease termination agreements and/or lease buyouts. We continue to monitor the coronavirus (COVID-19) outbreak, actively following guidance and recommendations from Centers for Disease Control (CDC), National Apartment Association (NAA) and the local health authorities (Minnesota Department of Health) while implementing policies geared to help flatten the curve in transmission rates. If you have specific questions related to your lease, please reach out directly to your community manager.

Q: How are maintenance requests being handled?

A: Maintenance is in emergency maintenance mode only during this time. All regularly scheduled maintenance will be performed when the CDC and local health officials confirm that it is safe to begin these types of activities. Please follow your specific community's directions for reporting emergency maintenance requests. The site employee or dispatch will provide details on how Steven Scott will respond.

Q: Has Steven Scott implemented extra cleaning and sanitizing? If so in what capacity?

A: We have changed our cleaning protocol by taking measures to increase cleaning of common areas and heavily traveled areas (frequency varies depending upon size of community). We are also using the most effective products recommended, including Ecolab Cuat Stat, Sporidicin Disinfectant and Misty Biodet Disinfectant. For emergency maintenance work orders in your home, our staff is equipped with rubber gloves, shoe covers and masks.

Q: Is Steven Scott halting showings for prospective residents?

A: In an effort to keep our residents, prospects, and staff safe, effective March 18th, we halted in-person showings until further notice. We are still available to answer questions via phone and email and share photos and videos to help with a prospective residents' apartment search.

Q: Will you be allowing move-in and move-outs during this time?

A: Moving is considered an essential function, that means that you will see people moving in and out of your community. For those buildings with elevators and multiple vestibules, these areas will be temporarily closed and designated for moving. After each move, these areas will be sanitized. We will do everything we can to help moves go as quick and smooth as possible.

Q: What if I need to change my move-in or move-out date due to complications of moving during this time?

A: We expect that we may have some extensions of stays and/or change of move-in dates. To avoid any issues that may arise due to a change in plans, please notify your Community Manager or Leasing Agent as soon as possible. They will review your options with you.

Q: If I am moving out, will you walk through the apartment with me?

A: Because our teams have implemented social distancing measures, we will not be completing move out walk through appointments with residents. We ask that you clean your apartment, and we will provide instructions for return of keys, fobs and garage door transmitters. Before you leave your apartment, we ask that you take pictures of the condition. We will do an inspection once the apartment has been vacated, taking pictures of our own and documenting the condition. We will communicate with you electronically as soon as possible with the results.

Q: Do I need to notify my Property Manager if I've decided to self-quarantine? What if I've tested positive for COVID-19?

A: We do request that you notify us of any self-quarantine or positive COVID-19 diagnosis by self-reporting. We will treat all reports confidentially except as required by federal, state, or local law.

Q: Are you going to inform neighboring residents if there are any confirmed cases on my property?

A: Steven Scott Management is complying with Federal and State laws as well as the CDC's guidelines regarding Covid-19 confirmed cases and will continue to do so. Any questions related to these guidelines and procedures can be found at:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

For buildings under construction:

Q: How is Steven Scott handling the construction workers in our building? I've been in close contact with several of them since the "6-foot distance" ban has taken place.

A: Construction teams will respect any guidelines that Steven Scott has put in place with their own employees. They will not be entering any occupied units or completed portion of the building unless it is an emergency and then protocol will be followed until Steven Scott has given direction otherwise.