



March 12, 2020

Dear Residents and Families,

Faria Management is committed to ensuring the well-being of our residents and families as well as our staff. We'd like to take this opportunity to provide an important update around coronavirus (also known as COVID-19). **D.C. is under a state of emergency and a public health emergency**, a move that comes after health officials announced a jump in the number of new coronavirus cases on Wednesday. Growing concerns around the outbreak have prompted several major closings, cancellations or general modifications to the way we conduct business.

On Friday, Mayor Muriel Bowser signed a Mayor's Order to establish D.C. Health and the D.C. Homeland Security and Emergency Management Agency as the lead agencies directing the District's preparation, monitoring, and response. As of March 10th, the D.C. Department of Health reports that there are 10 confirmed cases of coronavirus in Washington, D.C. Prevention is everyone's priority currently, especially during cold and flu season. Common coronaviruses can cause symptoms like a common cold, such as fever, cough, sore throat, and feeling unwell. The symptoms that are currently being seen with the current coronavirus infection are fever and respiratory symptoms such as cough and shortness of breath.

Effective Immediately and Until Further Notice all Faria Management Offices will operate under the following emergency precautionary safety protocol:

- **All Leasing Offices will be staffed but closed to the general public.** We encourage the use of our online payment portals as a first and best course of action for submitting rent and other payments. If unable to use the portal rent payments/notices or other physical exchanges will be made via an onsite drop box.
- **Maintenance requests** should be made online or by calling into our 24-hour maintenance line 202-621-4886.
- **Document submissions** should be made via email or placed into the onsite drop box for each respective community
- **Personal Safety Precautions.** We are requiring all employees to wear gloves while working as an added precaution. Please do not be alarmed by this, as it is an added measure to ensure the safety of you as our customers.

D.C. Health continues to recommend the same precautions that help to prevent the spread of those common illnesses:

- Wash hands with soap and water for at least 20 seconds. An alcohol-based hand sanitizer can be used if soap and water are not available.
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when feeling sick.



FARiA MANAGEMENT

- Cover your cough or sneeze with a tissue, then throw the tissue in a trash.
- Clean and disinfect frequently touched objects and surfaces.

We are ensuring that all lobbies and common areas are stocked with soap or hand sanitizer as well as maintaining custodial protocols for cleaning and disinfecting. The Centers for Disease Control and Prevention (CDC) has a helpful hand washing resource page with activities for families and videos in multiple languages. Please visit www.cdc.gov for additional information. We are monitoring the situation and working closely with D.C. Health and other District agencies on emergency preparedness procedures, as well as following guidance from the CDC regarding planning for a coronavirus outbreak. The District Government will continue to share critical updates around coronavirus on the D.C. Health website: <https://coronavirus.dc.gov/>.

We will send additional updates as conditions change. Please be assured that the health and safety of our residents and employees is our primary concern. Should you have any questions or comments, please feel free to contact Yolanda Beale at 202-667-9100.

Sincerely,

Monique Lilly-Moore

Monique Lilly-Moore, COS, MORS, SHCM
President, [Faria Management](#)

