



CenCal Property Management

Dear residents,

By now, you've probably heard a lot of information regarding COVID-19, also known as coronavirus. As a method of precaution, management would like all residents to be advised of the following:

- The CenCal office will be closed beginning Thursday March 19th through Tuesday March 31st. The office will re-open April 1st with our normal business hours. We will still be receiving calls and emails for any work orders, or emergencies. You can also put in work orders through the CCPM website.
- Rent is still due on the 1st of the month.
- In an effort to practice social distancing to help prevent the spread of the virus we ask that residents utilize the online system we have in place if possible, for rent payments. If you do not already have an online account with us contact the main office to get registered. To log-in to your account the website is www.cencalpm.com.
- We ask everyone to please be patient and understand we will do our best to take care of all work orders as quickly as possible but due to possible shortages in staff and availability of outside vendors there may be longer than usual response times.
- In the event of an actual emergency please contact 911. For other urgent items contact CCPM and leave a message. A property supervisor will get back to you.

In order for everyone to keep as safe as possible, this must be a community effort. As such, the CDC recommendations include the following:

- Wash your hands well and often with soap and water (for at least 20 seconds), especially after touching surfaces that are frequently touched by others
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains 60%–95% alcohol
- Cover your mouth and nose with a tissue or your sleeve when coughing and/or sneezing
- Avoid close contact with sick people
- Avoid touching your face, nose, or mouth with unwashed hands
- Stay home when you are sick
- Clean and disinfect frequently touched objects and surfaces
- If you're experiencing symptoms related to coronavirus, seek care
- Before you go to the doctor's office or emergency room, call ahead and explain your symptoms and any recent travel, and avoid contact with others

Additional information and helpful links to CDC information about COVID-19 can be found below.

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html?CDC>

<https://www.avail.co/education/articles/coronavirus-what-landlords-and-building-owners-need-to-know>

The CenCal team will continue to monitor and evaluate this issue and communicate with residents if there is any additional information. If you have any specific concerns or questions regarding this matter please contact us at the CCPM office.

Sincerely,

CenCal Property Management



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