**We Are Closely Monitoring COVID-19**

**COVID-19 FAQ – UPDATED *April 6, 2020***

​

Dear Residents and Prospective Residents, please see important information below regarding COVID-19 and how it is impacting the way we do business.

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**DOTHEFIVE**

**Help stop coronavirus**

1.   **HANDS**  Wash them often

2.  **ELBOW**  Cough into it

3.  **FACE**  Don't touch it

4.  **FEET**  Stay more than 6ft apart

5.  **FEEL**  Sick? Stay home

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**We Are Just a Phone Call Away!**

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The CDC’s social distancing guidelines have temporarily forced the physical closing of many Leasing Offices across the country. If your community switched to a non-contact office, please note that we are still here for you by phone, email, and the resident portal.

Thank you for your understanding while we all do what is necessary to help curb the spread of this disease. We are all in this together!

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**I am in the market for a new home, can I tour your community with a team member?**

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Most leasing offices are recommending virtual tour platforms until social distancing regulations are lifted. A few communities are still offering in-person tours, at the moment, but that could change quickly based on government mandates. It is best to contact the community office for more information.

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**Is multifamily management considered an essential business in the face of government shut downs?**

Your management team is currently offering an “essential service” to residents, meaning that we can remain open even with a mandated government shut down for many other businesses.  Our office doors might be locked in some locations to follow recommended social distancing guidelines, but we are still available by virtual means.  Things may change so please stay up to date on our website.

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**How do I pay my monthly rent?**

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Please make your rent payments via [Manage-Go](https://mp.managego.com/Tenant/login). We ask that you use the Manage-Go for this purpose, as well as to review account transactions, register for recurring payments or SMS Alerts, and submit service requests.

To create a Resident Portal Account, click the link [Manage-Go](https://mp.managego.com/Tenant/login) and use the following address **65 Tanger Outlets Blvd**, then scroll down and select **your unit #.** You will also be required to enter your resident email address so make sure your contact information is accurate.

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**When can we begin to submit non-essential work orders?**

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At this time, we ask that residents submit only emergency/essential work orders. Please indicate if anyone is sick or under self-quarantine in the unit at the time of work order submittal. If you do not, we will call the unit to inquire. If no one is sick, we will proceed with the essential maintenance request. Our maintenance teams will seek out resident permission prior to entering an apartment home. If you are sick, we will not perform the maintenance request and reschedule until a later date.

Essential work orders are classified as:

* Fire of any type
* Gas leak
* Flooding that is causing/will cause damage to property
* Non-working commode in a one-bathroom unit
* Stove or refrigerator non-operational
* Power issues not related to non-payment of the bill unless there is a resident in the unit that has a medical issue that requires electricity
* AC not cooling and outside temperature is over 80 degrees
* Heater not heating and outside temperature is below 50 degrees
* Criminal break-ins that require the unit to be secured or excessive broken glass to be cleaned up (windows need to be boarded up etc.)
* Broken doors or windows which would possibly cause a security issue
* Power out in common areas causing a safety issue

Examples of items that DO NOT require an on-site visit include:

* Disposal/dishwasher/non-essential appliances not working
* Faucet/shower dripping
* Burned out lights/lightbulbs
* Resident locked out of unit due to loss of key

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**Can we use amenity spaces at my community?**

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Amenity spaces are currently closed until further notice.

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**How do I get my packages delivered at my community?**

​The community office is currently redirecting all packages to be delivered to the resident’s home.

**BELOW ARE LINKS TO ADDITIONAL HELPFUL INFORMATION FROM THE CDC**