



March 18, 2020

To Our Valued Tenants, Parents, Community Members, and Friends:

We know right now it is challenging to navigate this constantly-changing situation. During this time, leaders and decision-makers in all walks of life are being asked to make choices that will affect each and every one of us for both the near future and likely for many years to come.

As a business, we have always prided ourselves on the deep love we have for Whitewater, both the university and the community. That means, right now, we have to make the decisions that are best for every person who is part of our community and each person they will impact. As the University of Wisconsin System prepares to transition all of its campuses to online courses for the remainder of the Spring 2020 semester, we have made the following decisions to protect our community and our staff:

- Our office will close at 5:00pm today, March 18th, and remain closed for in-person operations until further notice. It is our intention to aid in the necessary social distancing practices recommended by the Center for Disease Control to limit the spread of COVID-19 (commonly known as the Coronavirus).
- All routine and scheduled maintenance will cease immediately. Our staff will enter your apartment only upon your request. This means we will also cease showing operations. You will be able to reach us for maintenance as always by contacting us at **262-473-5321**. Staff will do their best to respond to email and text messages, but you should make a phone call for any urgent maintenance.
- Any staff showing symptoms of COVID-19 or other illness will remain home and will not have contact with residents or other staff members until cleared by a medical professional.
- Staff who are asked to enter your apartment will perform a brief pre-screening of residents in the unit to be sure there are no residents experiencing symptoms or currently in mandatory self-isolation due to travel. These steps are necessary to prevent the spread to other residents who may also have requested work in their homes.
- Additional sanitizing procedures have been put into place for all staff members who are working beyond standard hand-washing procedures. Staff will also wear gloves to perform work in every possible situation.
- Technicians will avoid touching your personal property as much as possible while performing work in your apartment. Please keep in mind you should request maintenance only for emergencies or pressing issues at this time so as to avoid situations in which touching personal property may be more necessary. Technicians will avoid bringing equipment into your home in all situations possible.
- Employees will practice social distancing and will ask residents to do so as well.

We ask you please understand if a technician enters your home for a non-emergent call and feels there is a risk to their safety due to illness present in the home, they have been advised to leave to aid in limiting the spread of this illness while we are able. This is for your protection, their protection, and the protection of all. In all situations when maintenance can be safely performed, we will do so and will continue to provide all the service we are able to during this time. We hope you understand the urgent nature of this situation as we especially consider the risk posed to the elderly, the young, and the immune-compromised with the spread of this condition.

We hope you all utilize this time to stay close with those you love. We look forward to the return to normalcy soon. As always, we appreciate each and every one of you. Please be safe and healthy. We will update you with more information as it becomes available to us.

D.L.K. Enterprises Staff