



Re: Coronavirus Awareness

Dear Tenants,

Due to recent public health concerns caused by the spread of COVID-19 (Novel Coronavirus), we fully understand your concerns and want to share the following with regards to our Community's services:

- **We are currently operating as usual;** however, we acknowledge that this could change very quickly. Our staff is fully prepared to work remotely if necessary, to ensure continuity of services.
- In the event of any changes to our operating procedures you will be advised of it immediately.
- Payments/late fees can be made through the Tenant Portal, or at PPM's office mail slot located at the front door.
- Maintenance requests can continue to be made through the Tenant Portal **OR** by calling 24/7, the request line at **305-400-4842 ext 1.**
- We are closely monitoring information from local officials for any closures.
- Be assured that we have a business plan in place in our office to prepare for any effects of this situation. We have implemented the latest strategies recommended by health officials to keep our staff safe and healthy and we are staying vigilant.
- **We ask that you heed all advice from medical experts concerning this matter and prepare yourself accordingly.**
- As we receive information, we will continue to update to you.
- Please review the following **World Health Organization (WHO)** Guidelines on **Coronavirus Awareness.**

Please contact us if you have any related concerns during this time. Most importantly, please stay safe!

Eddie Miller | CEO

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Dear Tenants,

Please be aware of the following guidelines regarding **Coronavirus Awareness** provided by the **World Health Organization**.

Common signs of infection:

- 🦠 Fever
- 🦠 Cough
- 🦠 Headache
- 🦠 Sore Throat
- 🦠 Difficulty Breathing
- 🦠 Runny Nose
- 🦠 Shortness of breath
- 🦠 Diarrhoea
- 🦠 Gastrointestinal symptoms



Severe cases:

- 🦠 Pneumonia
- 🦠 Severe acute respiratory syndrome
- 🦠 Kidney failure
- 🦠 **DEATH**

Treatment

- 🦠 No vaccines or antiviral drugs available
- 🦠 Symptoms can be treated

Protect yourself and others from getting sick

Wash your hands



- After coughing or sneezing
- When caring for the sick
- Before, during and after you prepare food
- Before eating
- After toilet use
- When hands are visibly dirty
- After handling animals or animal waste

Reduce your risk of coronavirus infection:



Cleans hands with soap and water (**wash for at least 20 seconds**) or alcohol-based (**70% alcohol**) hand sanitizer.

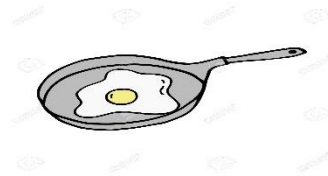
Cover nose and mouth when **coughing and sneezing** or flexed elbow.



Throw tissue into **closed bin** immediately after use.



Avoid close contact with anyone with cold or flu-like symptoms.



Thoroughly cook meat and eggs

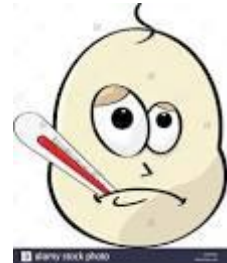


No unprotected contact with live wild or farm animals

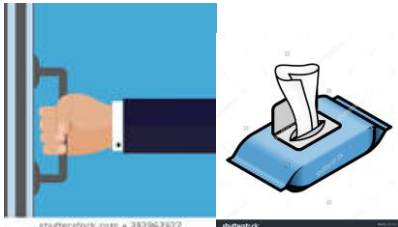


Avoid spitting in public

If you have fever, a cough with breathing difficulty **seek medical care early** and share previous travel history with health care provider.



Wipe door handles and draw handles with **Clorox Disinfecting Wipes**.



Practise Food Safety

Use different **chopping boards and knives** for raw meat and cooked foods.



When to use a Mask

- A medical mask is not required for members of the general public who do not have respiratory symptoms
- **Wear a mask if you are coughing or sneezing**
- For healthy people wear a mask only if you are taking care of a person with suspected 2019 nCoV infection
- **Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water**
- If you wear a mask, then you must know how to use it and dispose of it properly



Please also take note of the following:

- Symptoms: if you or a family member has a symptom please stay at home
- Please wash your hands with soap and water when you enter the property
- Wear Gloves
- Avoid touching your face.

Be Safe Please.

Eddie Miller, CEO.

Pristine Property Management.