

RE: Move-In Day 2020

To our Residents and Guarantors,

Here at The Cottages on Hollywood we're excited that you have chosen to live with us for the 2020-2021 Academic Year. The upcoming academic year promises to be one like none other we've seen before. With that said, we are reaching out to all of our residents as we want to take this opportunity to let you know that we are implementing some intentional efforts into our Move-in day plan that are designed with social distancing in mind. We ask that you read through the items below as they will help all of us have a smooth and safe move-in day.

- All new residents will have a scheduled move-in time. We ask that you only show up during that timeframe. Residents that arrive early will be asked to come back at their scheduled move-in time. Please review the move-in document to locate your designated timeslot based on your unit assignment.
- Please limit only 2 guests per resident on move-in day. This will help cut down on the overall foot traffic at the property and assist with our efforts to comply with social distancing guidelines.
- **If you will need more assistance on move-in day such as professional movers or more than 2 guests than please reach out to the leasing office for approval.**
- We ask that all residents and guarantors wear masks while walking through the property on move-in day. We will have masks on hand if you need one.
- In an effort to limit in-person interactions on move-in day, we will ask all of our residents to log move-in day work orders via your resident portal. We will have onsite team members monitoring these requests in real time and from there we'll deploy the appropriate personnel to remedy any work order needs within your unit.
- If there are other issues or concerns outside of a work order during move-in, please complete the google doc form to address these issues that will be provided on move-in. We will have a site member on-site monitoring these submissions and addressing them promptly as necessary.
- Although we know you are excited to check out the amenities in the clubhouse, our clubhouse and leasing office will be closed on move-in day 8/16 to assist residents moving-in on site.
- Checking in and picking up keys will be done right from your car! Follow the past fast signs and attached map to pick-up your keys behind the pool house!
- If you have not completed all of your items on your resident portal, then you will need to schedule a time between 4-5pm to check-in and receive your keys. We encourage all residents to complete their items on the resident portal before move-in day for fast pass contact free check-in.

Prior to your move-in day you will have received all the detailed information that we transmit to help ensure you and your guarantors experience the best move-in day possible. Please refer to the move-in document that details your to do items on your resident portal. We encourage every resident to work with our site team to complete these items for a Contact Free Fast Pass move-in as it will allow you to enjoy our drive thru move-in process which gets you to your new home as quickly as possible. Please check your emails frequently for updates in regards to move-in. If you have any questions about the move-in day plan and how to qualify for the Fast Pass please contact our leasing office and our team will gladly help.

Thank you for choosing to live with us at The Cottages on Hollywood, and we look forward to seeing you on Move-in day!

Sincerely,

The Cottages Management Team