While the Coronavirus (COVID-19) situation changes daily, Peak Campus will continue to update our employees on how to respond to common questions from residents and guarantors. We will update this FAQ with new information as this situation changes. As a reminder, it is important to practice social distancing by limiting close contact with others, frequent hand washing and staying at home if sick.

1. What is Peak Campus doing at my community to respond to COVID-19?

   Peak has a dedicated team focused on staying informed as this pandemic rapidly changes. We are relying on updates and recommendations from the CDC (Centers for Disease Control) to guide us in responding to concerns at our properties and in our offices. We are focused on the well-being of our residents and teams and trying to make good decisions with the information available to us.

2. Are there any known cases of the Coronavirus at my community?

   We know this is a trying time with a lot of uncertainty. Residents are not required to disclose their medical information with us, and we can’t ask; so, we really do not know for certain. If you think that you or someone you know has the Coronavirus, please contact your local health officials and/or the CDC. A lot of residents will self-quarantine without telling us, so it is a best practice to limit interactions with everyone as part of social distancing.

   If we are notified of a confirmed case of Coronavirus at our community, we will communicate it to our residents via email and follow the recommendations of the CDC on quarantine protocol.

3. What is your team doing to prevent the spread of illness?

   We decided it was best to close our office to the public as of March 18 and have also closed our amenities. Many businesses have also done the same thing. We’ve also staggered our team’s work schedules to limit the risk of illness and to
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protect the stability of our team so we can be here to serve our residents and maintain the community. For the time being, maintenance will be limited to emergency service requests. We ask for your patience during this time of limited services but know that we are happy to talk to you with any concerns. Just call our office, please.

Even though our offices and amenities are closed to the public, we will keep cleaning them, wash our hands frequently and keep hand sanitizer on hand.

We’re in this together so please be sure to wash your hands frequently and avoid going out. We’re looking forward to the day when we can host fun resident events and see all of you around the property again...we miss you already!

4. Will my leasing office remain open?

Our offices have been closed to the public, but we have staff working inside on staggered schedules. Please call or email the office if you have questions or need to schedule a package pickup. Office hours and staffing may change on short notice but we’ll do our best to keep you informed via email and on our resident info website at http://peakcampuscovid19updates.com/

5. Will the property shuttle still run on schedule (if applicable)?

We apologize for the inconvenience but shuttle service has been suspended at properties where on-campus instruction is no longer available. Some properties may continue to offer shuttle service where there is a specific need (i.e. medical students needing transportation to hospitals).

6. What about maintenance requests?

To limit interactions with others who may be sick we are responding to emergency service requests only. In the event of an emergency service request in a unit where a resident is sick and/or has self-quarantined, we reserve the right to call an outside service to complete the repair. This may extend the completion time of the repair. Before entering an apartment, we have instructed our maintenance team members to ask if anyone inside the unit has traveled outside the US in the past 14 days and/or if they are sick or experiencing flu-like symptoms. They are not required to enter under those circumstances and will, instead, call an outside service to complete the repair.

We are asking for patience and understanding and will return to normal response times once the CDC say it’s okay for business as usual.
Emergency maintenance requests should be placed through the resident portal or by calling our office. If it is after hours, the on-call maintenance associate will be notified.

The health and well-being of our employees is important to us. Employees are not permitted to report to work if they are sick or showing flu-like symptoms. Employees are required to wash their hands frequently. Maintenance employees are required to wear gloves when entering an apartment for services requests.

1. Do I still have to pay my rent?

Yes, and we encourage online rent payments, please. We are waiving ACH fees to make it easier to pay online; If you choose to pay by credit card, the service fees still apply so try to pay via ACH if you can. If you are unable to make a payment on time due to extenuating circumstances, please reach out to the property to discuss your situation and payment options. We’ll do our best to work with you.

2. Are we giving rent discounts due to amenity closures?

We understand the inconvenience these changes create, but we are making them at the recommendation of local and national health officials. We will not be providing a discount as we do not guarantee the availability of amenities and must follow health official recommendations to protect residents from the spread of COVID-19.

3. Since in-person classes have been cancelled can I get out of my lease?

We know this is a difficult time for everyone, but we are unable to cancel leases. Our community operates separately from the University, and as a result, school closings do not impact our operations. Our community will continue to operate and provide housing for our residents who choose to continue to remain living in their apartment home.

4. If I'm sick or can’t stay in my apartment due to quarantine, can I terminate my lease?

Unfortunately, leases can’t be terminated. We are doing our best to take care of our residents and maintain the community during this difficult time.

5. Do you have cleaning supplies and hand sanitizer for residents?
These products are very scarce right now so, unfortunately, we are unable to provide supplies to our residents. We encourage you to check online availability. In many cases, you can schedule a delivery when inventory is available.

RESIDENT QUARANTINE AND/OR EXPOSURE

1. I think I’m sick. What should I do?

We are not medical professionals and aren’t comfortable offering medical advice. If you think you have been exposed to the Coronavirus and develop flu-like symptoms, call your healthcare provider or campus health clinic immediately.

Stay home except to get medical care. Do not go to work or public areas. Stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available. Call ahead before visiting your doctor. If you have a medical appointment, let the healthcare provider know in advance that you have or may have the Coronavirus. This will help the healthcare provider’s office take steps to keep other people from getting infected or exposed. Please refer to the CDC Website for additional information on what to do if you suspect you are sick.

2. How are you handling students who may need to be quarantined, especially if one roommate becomes exposed or ill? How will you plan to protect the other roommates?

Because we are not medical experts, we encourage residents to consult the CDC Website or local health department for quarantine guidelines. It is important that roommates have open communication about potential illness so that each can assess the situation with guidance from healthcare experts. We expect more residents to self-quarantine without telling us so it’s best to practice social distancing and assume that quarantines are happening.

3. Is Peak monitoring resident travel?

No. It would be difficult to keep up with this information and our residents are not required to share their travel plans. It is a good practice for roommates to communicate openly, especially now.