



To: All JCM Management Company, Inc. Residents

From: Clement T. Madden, Vice President

Date: June 23, 2020

A handwritten signature in black ink, appearing to be "C. Madden", is written over the "From:" line.

RE: JCM Management Company, Inc.'s On-Going Management Procedures

Hello,

I am writing today to check in with our residents about the ongoing COVID-19 pandemic and how it will continue to affect our management procedures.

Governor Sununu has rescinded the State of Emergency that was declared in mid-March. While this is certainly heartening news and possibly a sign of better times to come, we understand that the threat from the novel coronavirus is still profoundly serious and very real. In deciding to move from the State of Emergency to his Safer at Home guidance Governor Sununu has made clear that he and his staff of health experts consider the threat to be significant and deadly. As such the Governor's team has released "Universal Guidelines" for every company and employer in the state.

For the purposes of JCM Management Company, Inc. these guidelines mean that we will continue much in the same way we have been since mid-March.

Specifically, we will continue to prioritize emergency and urgent work orders. All non-emergency work orders will be completed by appointment and only after our offices have confirmed specific information regarding the health status of the household. There are five questions that we must ask each household before going into apartments and they are:

1. Has anyone in the household been in close contact with a confirmed case of COVID-19?
2. Has anyone in the household had a fever or felt feverish in the last 72 hours?
3. Is anyone in the household experiencing any respiratory symptoms including a runny nose, sore throat, cough, or shortness of breath?
4. Is anyone in the household experiencing any new muscle aches or chills?
5. Has anyone in the household experienced any new change in your sense of taste or smell?

We will also require that residents remove themselves from the immediate vicinity of where our staff are working, specifically to another room or outside of the apartment.

Our maintenance staff will be wearing gloves and facemasks when they enter apartments and we are instituting screening measures that are intended to keep our staff home if there is a possibility of COVID-19 illness.

Furthermore, to minimize direct person-to-person contact we are going to keep our property management offices closed to pedestrian traffic. Should someone require an appointment please contact the manager of your property directly and they will determine if the need exists to meet in person. Should you require a reasonable accommodation in this regard, please contact your property manager as well.

The health and safety of our staff and residents is something that we take very seriously at JCM Management Company, Inc. and we hope these steps will help in the effort to keep new cases down not only at our properties but across our communities and the state as a whole. Currently, there are not any cases of COVID-19 at any of the properties that we manage. Going forward, if there is a case of COVID-19 reported to us, we will notify the residents of that specific property that a case of COVID-19 has been identified at that property. We would not detail any personally identifiable information where any individual case was concerned.

We want to thank each of our residents for helping to maintain a calm sense of community at our properties through this ongoing crisis. With all the strife and stress that we are experiencing as a country, we are grateful our residents have been overwhelmingly respectful of health concerns and tremendously neighborly in their interactions with other residents. Kindness and respect are in abundance and for that we are grateful.

Please contact us if you have any questions.

Finally, here's to summer- it's a different type of summer, but summer all the same!