







TANDEM'S COMMITMENT TO YOUR CARE

Our team is dedicated to providing an exceptional customer service experience with your health and safety as our top priority. These are extraordinary times and we are committed to you during COVID-19.

As we move through this changing dynamic together our team will continue to make proactive decisions that are grounded in care for our community.

Remember, social distancing doesn't mean we have to be antisocial; We look forward to waving "hello" and seeing you around our community while practicing safe social distancing. We thank you for wearing your face covering in all of our interior common spaces.

We are also happy to accommodate your phone appointment, remote leasing, or virtual tour. Let us know how we can help ensure you feel comfortable. We are in this together and committed to our high standard of resident care during COVID-19.

Whatever you need, Tandem is here to help!

- Team Tandem





























IN THIS BOOKLET

- IS THE RENTAL OFFICE OPEN? P.4
- SPECIAL OFFICE HOURS/PROTOCOLS DURING
 MOVE-IN P.4
- WHAT FORMS OF PAYMENT ARE ACCEPTED? P.5
- MAINTENANCE REQUESTS P.5
- WHAT'S OPEN ON THE PROPERTY? P.6
- WHAT'S CLOSED ON THE PROPERTY? P.6
- WHAT SHOULD I DO IF I'M EXPERIENCING
 COVID-19 SYMPTOMS? P.7
- WHAT IS THE PROTOCOL IF A RESIDENT GETS
 COVID-19? P.7
- WILL UC DAVIS HAVE FREE COVID-19 TESTING
 FOR STUDENTS? P.8
- WHAT IS THE PROTOCOL IF A STUDENT GETS
 COVID-19? P.8
- ADDITIONAL COVID-19 RESOURCES P.10
- SAFE SOCIAL DISTANCING P.11
- RECOMMENDATIONS FOR INDIVIDUALS IN SHARED LIVING SPACES P.12
- RESOURCE FLYERS P.13

Note: All information in this booklet is subject to change due to state and local guidance.

IS THE RENTAL OFFICE OPEN?

Our current in-person office hours are Monday through Friday from 9:30 am to 5:30 pm. To promote the health and safety of our communities, face coverings are required for guests and associates in all indoor public areas.

You will also see hand sanitizer dispensers and extra cleaning/sanitizing happening throughout our community common spaces.

To comply with CDC and local government recommendations, some amenities are limited to ensure the wellness of our community.

SPECIAL OFFICE HOURS AND PROTOCOLS DURING MOVE-IN

Please note, beginning September our offices will be open by appointment only to ensure social distancing while we welcome new households to our community.

For move-in appointments, we ask that only members of your immediate household enter the office with you and that anyone not on your lease please wait outside of the building. We hope that these procedures will give added peace of mind as we all work together to ensure the wellness of our community.

For added sanitization, our teams are fogging apartments with electro-hygiene sprayers to help ensure high-touch areas receive extra attention after each household moves out.

In preparation for welcoming you to your new apartment, your apartment will also be deep cleaned by our professional cleaners and have air filters changed.

WHAT FORMS OF PAYMENT ARE BEING ACCEPTED AT THIS TIME?

To continue to support contactless payments the easiest way to pay your rent is via your online resident portal located on your property's website.

This will allow you to pay with a linked bank account (with no additional charge) or via credit or debit card (with an added fee from the payment company.) Please see the resident portal for updates regarding the status of fees and which fees may be waived for the current month.

Please contact your management office for the link and user ID for creating your RentCafe account.

If you are unable to pay rent via your resident portal and prefer to pay with a check or money order, you may do so via our management office.

MAINTENANCE REQUESTS

Please know that we remain dedicated to providing you with an apartment that meets our high standards. Our commitment to extra cleaning and additional sanitizing of our apartment interiors for the safety and peace of mind of both our residents and our employees this year is paramount.

For items that could not be addressed as usual during our move-out and move-in process, we are taking note of these and will be in communication regarding addressing them safely in the days following your move-in. If you haven't received notice regarding an item or if anything needs immediate attention, please just let us know.

Should we need to enter your apartment home to complete any of your maintenance needs we ask that you wear a face covering or step outside of your apartment home. We will disinfect and/or fog the area of your apartment we are working on both before and after work is completed.

We are here to help and keep us all safe during COVID-19. Thank you for your patience and understanding during this unprecedented time.

WHAT'S OPEN ON THE PROPERTY AT THIS TIME?

- Resident Offices--Our management offices are currently open and following all social distancing protocols. Please note, beginning September our offices will be open by appointment only to ensure social distancing while we welcome new households to our community.
- Laundry Centers--Laundry centers are open. Please observe social distancing when using these spaces.
- Pool Areas-- Please contact your property for the community pool guidelines and COVID protocols. As we are working through safety guidelines put forth by the County and State some of our communities have begun to open pool areas on a trial basis. We thank you for your patience as resident and employee safety continues to be our top priority.
- Other--Other services vary by community. Please contact your property office for the most updated information.

We are committed to providing you with a clean environment that aligns with expert protocols for working to defeat COVID-19. All of our facilities are sanitized and cleaned daily.

WHAT'S CLOSED AT THIS TIME?

To comply with CDC and local government recommendations, some amenities are limited to ensure the wellness of our community.

- Fitness and Study Centers--We will be working to open fitness and study centers with modified protocols similar to those in place for our pool areas.
 We will update you regarding these changes through direct resident communication and/or on social media.
- Pool Areas--Pool areas at Suntree and Westgate communities are not open at this time.

RESOURCES

What Should I Do If I'm Experiencing Symptoms?

If you are experiencing COVID-19 symptoms, please contact your healthcare provider. In the event of a life-threatening emergency, dial 911.

Information about COVID-19 testing in Yolo County is available on the county's website:

https://www.yolocounty.org/health-human-services/adults/communicable-disease-investigation-and-control/novel-coronavirus-2019/coronavirus-testing/

Please note that participants must be residents of the county and present proof in the form of a document displaying their name and address, such as a driver's license, ID card, utility bill, or rental agreement.

The California Department of Public Health also offers help to find testing sites:

https://covid19.ca.gov/

What is the Protocol if a Resident Gets COVID-19?

We encourage residents to let us know if they've had a positive COVID diagnosis by emailing your property management team or info@tandemproperties.com. Our team can help residents to connect with University or community resources. We can also coordinate mail delivery during a period where a resident or roommates of a resident may be self quarantined in their unit.

Will the UC Davis campus have free COVID-19 testing for students who think they may be sick?

Students who are sick or have questions about COVID-19 or other conditions are encouraged to contact Student Health and Counseling Services (SHCS) for a telehealth visit with a nurse or medical provider for further assessment and advice. Make an appointment online at https://shcs.ucdavis.edu/ or call 530-752-2349.

Student Health and Counseling Services is testing for COVID-19 in accordance with California Department of Public Health (CDPH) and Yolo County Public Health testing guidelines. Viral testing is prioritized for hospitalized individuals and for investigation and management of outbreaks, under the direction of state and local public health departments.

What is the protocol if a UC Davis student gets COVID-19?

If a student tests positive or a doctor diagnoses a student with COVID-19, the student should call Student Health and Counseling Services at 530-752-2349 so that they can be aware and coordinate care if needed. In addition, please follow the campus reporting protocol to report a positive test or diagnosis for COVID-19.

Reporting protocols are located online at: https://safetyservices.ucdavis.edu/coronavirus/reporting-concerns-confirmed-cases

If I am a UC Davis student living on campus at The Colleges at La Rue, Russell Park, or The Atriums, will I need to complete the Daily Symptom Survey before entering the management office or having maintenance work completed in my apartment?

Yes. You can find the survey link at https://campusready.ucdavis.edu/symptom-monitoring.

How do I report a violation of COVID-19 public health policy?

If a violation of public health policy occurs in your apartment community, please reach out to your property manager for guidance. We are here to help support the health of our communities through proactive conversations, education regarding current public policy, or a lease violation notice and/or reporting where applicable.

For UC Davis students, the university also has an Interim UC Davis Student Conduct Policy Regarding COVID-19. View the policy at https://ossja.ucdavis.edu/student-conduct-policy-covid-19.

Violations of this UC Davis policy can be reported through the Office of Student Support and Judicial Affairs website—https://ossja.ucdavis.edu/

Additional COVID-19 Website Resources

UC Davis Coronavirus Information

https://www.ucdavis.edu/coronavirus/

UC Davis Campus Ready Plan

https://campusready.ucdavis.edu/

UC Davis Frequently Asked Questions for Students

https://campusready.ucdavis.edu/student-fag

UC Davis Daily Symptom Survey

https://campusready.ucdavis.edu/symptom-monitoring

Interim UC Davis Student Conduct Policy Regarding COVID-19

https://ossja.ucdavis.edu/student-conduct-policy-covid-19

Yolo County COVID-19 Resources

https://www.yolocounty.org/health-human-services/adults/communicable-disease-investigation-and-control/novel-coronavirus-2019/roadmap-to-recovery

California Governor Updates and Testing Resources

https://covid19.ca.gov/

Centers for Disease Control and Prevention (CDC)

https://www.cdc.gov/

City of Davis Rental Resource Program

https://www.cityofdavis.org/city-hall/city-manager-s-office/rental-resourcesprogram

Safe Social Distancing

Self-care is important during COVID-19. Here are some recommendations for getting out while practicing safe social distancing:

Open Air Davis (outdoor dining and shopping downtown) https://davisdowntown.com/open-air-davis/

Davis Farmers Market

https://www.davisfarmersmarket.org/

Davis Bike Map

https://www.cityofdavis.org/city-hall/public-works-engineering-and-transportation/bike-pedestrian-program/bike-map-and-suggested-routes-to-school-maps

UC Davis Arboretum

https://arboretum.ucdavis.edu/visit/visiting-during-covid

Hiking in Yolo County

https://www.yolocounty.org/general-government/general-government-departments/parks/hiking

Stay Connected

Follow your community on Instagram and Facebook for updates, giveaways, and activities during COVID-19.

Shared Living Spaces

SPECIAL GUIDELINES FOR HOUSEHOLDS

Recommendations for Individuals in Shared Living Spaces

Please implement the following recommended guidelines to ensure wellness in your apartment home.

- Households should clean common areas including shared bathrooms, kitchens, and shared living room spaces frequently with disinfectant.
- Residents should wear a face covering in common spaces and practice social distancing.
- Residents should use a disinfectant approved for COVID-19 from the <u>List N: Disinfectants for Use Against SARS-CoV-2 (COVID-19) | US EPA</u> to wipe down frequently touched surfaces.
- All members of your household should wash hands frequently.
- Use hand sanitizer.
- Set up a HEPA air purifier in your home.
- Don't allow visitors into your apartment. Practice safe social distancing in large outdoor spaces instead.



WEAR YOUR REQUIRED FACE COVERING.



How to Safely Wear and Take Off a Cloth Face Covering

Accessible: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- · Make sure you can breathe easily
- Do not place a mask on a child younger than 2







USE THE FACE COVERING TO HELP PROTECT OTHERS

- Wear a face covering to help protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- · Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available





TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- · Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

cdc.gov/coronavirus

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

















KEP YOUR HANDS CLEAN



Wash your hands often and thoroughly with soap and water for at least 20 seconds or apply an alcohol-based hand sanitizer.



Wash before and after using the restroom and when entering and leaving a worksite.

Keep your hands away from your eyes, nose and mouth.



DISINFECT SHARED SURFACES



Disinfect all shared surfaces thoroughly before and after every use. This includes:

- countertops
- sinks and appliances
- tables and chairs
- vending machines
- copiers and printers



Wash hands

- before and after all food preparation and consumption
- after using sanitizing wipes or spray disinfectant





COVID-19 Guidelines: Staying at Home for Apartments or Close Quarters

Staying at home has been proven to be the BEST way to protect your family, friends and community.

What You Need to Know



Your 'home' is your apartment, room or lodging. NOT the complex or building.



Limit the number of people in hallways, elevators, lobbies, laundry/mail facilities, etc.



If you go outside or to a common area, always maintain 6 feet of distance from others.



Going outside for exercise, grocery shopping, or medical care is okay.

Maintain 6 feet distance.



Being apart doesn't mean being alone. Call, text, or video conference instead.



Call 2-1-1 for assistance or find information online: www.yolocounty.org.

What NOT to Do



Do not wander the complex or go outside unless necessary.



Do not host parties or get togethers. Avoid gatherings like church, family visits, weddings, and BBQs.



Do not stand or wait behind someone in a communal space; wait until they leave or come back later.



Avoid hugs, handshakes or close contact.



Do not have conversations with people in hallways, rooms, or doorways.
Call or text instead.



Don't spread germs! Stay home and protect your family and friends.

Icons from https://www.cdc.gov/coronavirus/2019-nCoV/index.html



Instructions for Home Isolation and Health Monitoring

For people with COVID-19

You have tested positive for COVID-19. You will need to stay in your home until you are well. This is called 'home isolation.' When you are able to leave your home depends on your symptoms.

If your employer requests confirmation that you have completed the isolation period, please complete and turn in to your employer the self-attestation form at: https://bit.ly/EnglishAttestation.

If you have mild symptoms, stay at home for at least 10 days after your symptoms began.

- If you still have cough and fever after 10 days, continue to stay at home until 24 hours after:
 - * fever has gone away (without using a fever-reducing medication like Tylenol or ibuprofen) AND
 - your symptoms like cough, body aches, sore throat, have improved.
- After this time, you will no longer need to be isolated.

If you tested positive, but did not have any symptoms at the time of testing:

- You should remain in isolation for 10 days from the date the test was performed.
 - * During this time, you should also monitor yourself for symptoms. If any symptoms develop during this time, you should remain in isolation as noted above.

The following are some preventative steps you can take to help reduce the spread of COVID19 in your community and household.

- Protect the Public:
 - * Stay home except to see your doctor. Reschedule any non-essential healthcare appointments (non-urgent doctor's appointments, dentist appointments, etc.).
 - Do not go to work or school.
 - * Do not use public transportation (like YoloBus, Taxi, UBER, LYFT)
 - Do not travel
 - * Do not go to the movies, to church, to a shopping mall or any place where lots of people
 - * may gather.
 - You can go outside in your own yard (not a shared yard).
- Protect your family:
 - * Cover your coughs and sneezes, use tissues and throw them away immediately.
 - * You and your family should wash hands frequently using soap and water for at least 20 seconds or use an alcohol-based hand sanitizer.

If you have any concerns or questions, please call your primary care doctor first. You can also call the Yolo County COVID-19 Response Operations Center Line at: (833) 965-6268 (833-YOLOCOV).



Instructions for Home Quarantine and Health Monitoring

For close contacts/household members

Even though you may not feel sick, you must remain quarantined at home since you've had close contact with someone with known COVID-19. Quarantine is a way to prevent the spread of the virus to more people. You will need to stay home and monitor yourself for any signs of illness.

During your quarantine period, follow these instructions:

- 1. Stay in your home.
- 2. Do not go to work or school.
- 3. Do not go to the grocery store or run other errands (e.g. going to the pharmacy) unless it is absolutely necessary. Please have family members or friends run errands and drop off items at your doorstep.
- 4. Do not have visitors during the quarantine period.
- 5. Wash your hands frequently with soap and water, especially after coughing, sneezing, blowing your nose, going to the bathroom, or having direct contact with moist materials such as tissue and used face coverings. Hand sanitizer with more than 60% alcohol can also be used instead of soap and water.
- 6. Cover your mouth and nose with tissue when you sneeze or cough. Immediately wash your hands with soap and water afterwards.
- 7. Do not share toothbrushes, food, drinks, or eating utensils.

Monitor your health:

- Monitor yourself for symptoms. The most common symptoms of COVID-19 are fever, cough and shortness of breath.
- If you start to feel sick, please contact your healthcare provider and let them know you have had contact with someone who has tested positive for COVID-19. If you have mild symptoms, your healthcare provider will most likely advise you to take care of yourself at home as you would with any other mild cold or flu.

When does quarantine end:

- If you do not live with someone who has COVID-19, your quarantine will end after 14 days from last exposure to the known COVID-19 positive individual.
- If you live with someone who has COVID-19, you will need to be quarantined for 14 days after your household member no longer needs to be isolated.

If you have any concerns or questions, please call your primary care doctor first. You can also call the Yolo County COVID-19 Response Operations Center Line at: (833) 965-6268 (833-YOLOCOV).



HELP SUPPORT DAVIS BUSINESS

Groceries

Davis grocery stores are open for in-person shopping. These stores also offer delivery and pickup options:

⊭ Davis Food Co-Op

Curbside pickup https://daviscoop.storebyweb.com/s/1000-1/cs/1000-3023

Mugget Markets

Delivery via Postmates
https://postmates.com/merchant/nugget-markets-davis

Westlake Market

Delivery or pickup available. Email desiree.westlake@gmail.com for details and arrangements. Please do <u>not</u> include personal payment information (credit card number etc.) in your email.

Save Mart Supermarkets

Delivery or pickup via Instacart https://www.savemart.com/home-delivery

North Davis Safeway

Delivery or pickup

https://local.safeway.com/safeway/ca/davis/1451-w-covell-blvd.html? utm_source=G&utm_medium=Maps&utm_campaign=G+Places

South Davis Safeway

Delivery or pickup
https://local.safeway.com/safeway/ca/davis/2121-cowell-blvd.html?
utm source=G&utm medium=Maps&utm campaign=G+Places

Restaurants

Restaurants & Davis Businesses During COVID-19

Maintained by Wendy Weitzel of the Davis Enterprise

https://bit.ly/DavisBusinesses

indicates an opportunity to support locally owned business





VIEW OUR LATEST COVID-19 PROTOCOL UPDATES ONLINE



WWW.TANDEMPROPERTIES.COM/COVID-19



Let's mask up and stay well in our community!