**Westside Creek**

4710 Sam Peck Road, Little Rock, AR 72223

Call/Text: 501-224-9232

Email: [WestsideCreek@Npmainfo.com](mailto:WestsideCreek@Npmainfo.com)

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Date: 03/24/2020

Dear Residents

* Effective immediately, our office doors will be locked even when our office is open for business.
* Although our office doors will be locked, we are open for your phone calls, e-mails, texts and other forms of contact listed above, except for in person contact. Residents and the public will no longer be able to come directly into the office.
* We pride ourselves in having the opportunity to interact with our residents, but until further notice, please avoid visiting the office. All lease renewals can be mailed, rental payments can be made on-line via the Resident Connect portal (preferred) or placed in the drop box.
* Our employees have been educated on cleaning etiquette, social distancing and other hygiene practices as it relates to the virus and its spread.
* Social Distancing – We request that you and your guests recognize and practice the importance of social distancing. The CDC suggestion is to maintain a 6-foot distance between people.
* Maintenance service requests and other correspondence can take place via phone calls, text box and through the Resident Connect portal.
  + Essential Maintenance Service Requests will be completed timely including Fire, Flood, Water Leaking or standing, Sewage, etc.
  + Non-Essential Maintenance Requests can still be submitted but will be held until a future time.
* Our property will not promote any gatherings for resident functions or other events until further notice
* We are taking extra measures to keep the offices, laundry rooms, hallways and other common areas clean and sanitized for the protection of everyone.
* Please inform our office if you or any family members are sick or may have ANY symptoms.
* Our employees have been instructed on how we will attend to any team member who feels they exhibit symptoms of being sick.  We certainly will not allow any employee to perform service work in apartments if they are not feeling well.
* We are communicating closely with our vendors to ensure them of the steps we are taking and will ask them to remain strict with their own protocols.
* To help curtail the potential spread, unfortunately, we cannot accept delivery packages at the office until further notice. Please contact your local carrier to make alternate arrangements.
* Fitness centers, outdoor amenities and community rooms will be closed until further notice.

Please know we will continue to monitor the situation closely and keep the lines of communication open as we learn more as to how it affects our community. By working together, we will all get through these times.

We thank you for your understanding as we manage through this unprecedented time.  Please feel free to call us anytime to discuss any issues you may have.

Sincerely,

 Carla Stankevitz

Property Manager