

Dear Maple Terrace Resident,

We sincerely apologize for the inconveniences the work in progress around the community may have had on your daily routine and comfort over the past two weeks. We have endeavored to work diligently to mitigate disruptions to your home but have come to learn that the noise levels have been greater than we originally had anticipated. We understand that this is your home. Your comfort and confidence in our ability to take care of your needs is our utmost concern.

As previously mentioned, the exploratory work is necessary to reveal the structural components of the building and provide key data about the makeup of select building components. We are committed to improved measures to complete the work in a timely manner, while limiting disruptions to you as a resident. Prior to any future work in the building, we will provide you with a detailed, hourly schedule in advance, to be more transparent with our plans and help residents of each tower understand when work in each tower may occur. We hope that this will at minimum, allow each resident to plan their day in advance with full understanding of work happening onsite. We anticipate that approximately ten additional working days will allow the team to complete all work onsite, and can confirm that subsequent to this work, no additional work that produces excessive noise or disruption will occur onsite at Maple Terrace for the duration of 2020. As always, we encourage you to please bring any concerns to our attention so that they can be promptly addressed. Additionally, our project manager will be onsite and available to answer any questions.

To reiterate the care being taken in relation to work onsite and any future work, we wanted to outline the in-place protocols that are designed to ensure your health and wellness.

- Dust Mitigation
  - a. Spraying the walls with water to mitigate dust as any walls are being taken down or removed.
  - b. Spraying the materials with water again as they are loaded into the gondola to mitigate dust.
  - c. Spraying the dumpster with the water hose as materials are dumped to mitigate dust.
  
- Air Quality
  - a. Negative air machines will be implemented going forward on any future exploratory demolition work. These machines take air from inside the unit, pass it through the filter inside the machine and blow the clean air out of the window. We will have one machine in the smaller units and two in the larger units.
  - b. Please note that these machines were not required or used during this first week of work, but will be used on any and all future work.
  
- Common Area Cleanliness
  - a. Mopping the public hallways and public spaces twice a day.
  - b. We learned that Precision Demolition was using the bathroom downstairs by the fitness room previously; during any future work, they will utilize a portable restroom on site.
  - c. We are bringing in a specialized cleaning service to wipe down everything included overhead pipes, A/C unit, weights, weight benches, etc. at the fitness center to ensure cleanliness during any future work.
  - d. We are mandating that all workers take breaks away from the building, and not in common areas or by the pool.

Additionally, some residents have expressed concern over not seeing posted signs pertaining to the abatement of hazardous materials. Please note that our project team worked diligently with the state-mandated abatement consultant and contractor to intentionally keep any and all abatement work away from the residents and common areas. All work was performed and contained deep inside select units on Level 1 to ensure the highest level of safety for the community. All materials requiring abatement were professionally identified and safely removed per state and regulatory standards.

We understand many of you are home most of the day and we want to ensure you we are doing all we can to reduce interruptions to your personal comfort. Our entire team thanks you for your patience.

Kind regards,

Brianna