

Wistar Group is standing in solidarity with you. We know people's jobs and incomes are uncertain and some people may struggle to make ends meet. We also know that the maintenance & leasing needs of homes will continue so our team is dedicated to working safely and in accordance with CDC guidelines.

Service Requests

- If you are feeling under the weather we ask that you hold off on reporting any non-urgent service requests. We will gladly tend your service request once you are well.
- Before entering your home or property, we will communicate with you that we're healthy and we'll ask if you are as well.
- Instead of shaking hands, we will elbow tap or wave or maybe even use only verbal salutations...depending on the technician.
- We will use shoe covers to prevent tracking in contaminants.
- If deemed necessary, we will wear appropriate PPE gear upon entering the property.
- We will provide renters with information about protecting their health and safety.

Leasing/Showings

- We will not conduct any showings for occupied units.
- We encourage all prospects to utilize the self showing options for available homes.
- For showings accompanied by an agent, our agent will minimize contact by practicing the social distancing recommendations by the CDC.
- Each listing has photographs and a video. We also have 360° video tours and 3D floor plans on many listings to give prospects the most accurate virtual experience possible.
- Virtual In Person Showings through FaceTime or Google Duo. Our leasing agent will tour the home for you while streaming live. This is a great interactive alternative to seeing the home in person.

Office Hours

- Those that can work remotely are doing so to help limit potential exposure.
- In keeping with social distancing recommended by the CDC, we have closed our office to the public,
- Our usual modes of communication by phone, email, text and social media will remain open as usual.
- When needed, we can set up video conference meetings.
- Our maintenance services are available 24/7. Non-emergency service requests are being handled as usual based on priority during regular hours, 8am - 5pm.

Rent Payments

- Online & CashPay payments options are available as usual

- Drop off your rent at the office in the Rent Drop receptacle.
- If you've been directly impacted by the COVID-19 situation, please call us at 402-559-0363. As always, your financial wellness is important to us and we may have financial relief options that can help or may be able to connect you to local services that can help you with other basic needs.

Things you can do to help

- Let us know in advance of your service request or leasing appointment if you have any concerns or if you would like us to take special precautions.
- Inform us if anyone in the household has health issues like the flu or a cold.
- Stay informed by visiting [CDC.gov](https://www.cdc.gov) or [Coronavirus.gov](https://www.coronavirus.gov) for daily updates.

Thank you for your continued confidence and trust in Wistar Group. Your comfort and safety are extremely important to us and we look forward to providing the best, and most accommodating customer experience possible.