

March 12, 2020



INFORMATION REGARDING HQS INSPECTIONS

McCright Inspections Company Novel Coronavirus (COVID-19) Standard Operating Procedure

As a valued customer of McCright & Associates, I wanted to share with you what we are doing to limit risks for our employees, customers and partners related to the novel coronavirus (COVID-19). McCright & Associates will continue to actively and effectively manage our businesses in response to COVID-19, with three key objectives in mind:

1. Keeping our employees and their families safe.
2. Ensuring our business is fully operational to serve customers.
3. Doing our part as a corporate citizen to contain the spread of the virus.

To promote a healthy work environment and do our part to help prevent the spread of COVID-19, McCright & Associates has instituted national and regional travel restrictions. We are continuing to emphasize CDC guidelines for personal prevention techniques and travel guidance and encouraging employees to hold group meetings virtually. To protect our staff who interact daily with your participants we have instituted the following:

Upon arrival at an Apartment Complex, the Inspector will query the Management staff as to their knowledge of known coronavirus cases on their property and determine whether the inspection should be conducted based on the feedback they receive. An affirmative response will trigger an "Inconclusive" rating, notes will be entered for the reason "coronavirus and/or Tenant has a fever" and the unit will then be rescheduled for 21 days later.

Upon arrival at a unit that has no property management office, the Inspector will knock at the door, stand back 6' and when the participant answers the door the inspector will query the participant about them having flu like symptoms or being contagious with coronavirus or self-quarantined for a previous encounter with a coronavirus carrier. Again, if any response indicated an explained or unexplained illness of flu like conditions, the Inspector will rate the unit "Inconclusive" and note the underlying condition and reschedule the unit for 21 days later.

IN ALL instances of inspections that are completed by the Inspector, the participant will not be given an opportunity to sign the electronic form on the inspector's tablet. We believe this will be an extra step in reducing any transmission of infectious germs. We will reinstate signature requirements when the virus is no longer a pandemic problem.

We will continue to monitor this situation closely and are committed to ensuring our core operations and business remain fully operational and ready to serve you.

While we are always there for you via email/phone, we encourage you to utilize the various remote tools available especially the CDC (www.cdc.gov).

Thank you again for your business. We appreciate your trust in us and look forward to continuing to serve you.

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