The Related Difference
As our cities begin to reopen, I wanted to take a moment to thank all of you for your continued patience and your wonderful outpouring of support for our building teams during these difficult times. I can tell you we are sharing all of your kind words with our teams, and we too are in awe of their dedication and incredible work. To those who have spent the past few months in other locations, we look forward to welcoming you home soon. To those who have sheltered in place in your Related home, we are excited that life is starting to look a little more normal. I know we are all looking forward to heading into the summer together with renewed optimism and strength.

I also want to assure you that we remain as committed as ever to providing you with the best at-home experience. I would like to take a moment to highlight a few of the steps we’ve taken to adapt our operations to match our new normal.

In partnership with Mount Sinai Health System, we have implemented comprehensive new health and cleaning protocols designed to keep you and our staff safe. We are also proud to be partnering with Mount Sinai and Sollis Health to offer Covid-19 and anti-body testing to all residents who sign up.

We’ve also created new offerings because we know how important it is to maintain the same level of exceptional service you’ve always received from Related. We’re excited to unveil our “House Chef” program, a new meal delivery option, featuring great menus from chefs dedicated to your building. And because we know your Related experience extends outside your home, we’ve also included information about our plans for the amenity spaces, as well as new programming we’re offering to entertain and delight the whole family. I encourage you to read about all of these measures and many more in the following document. In these extraordinary times, we feel confident that with these new protocols in place, we are prepared and equipped to handle whatever happens next.

Please check in with your building management team if you have any questions about these protocols and what we’re doing to maintain the safety of your environment. We intend to continue communicating our plans with you as events evolve.

We’ve always promised that when you live with us, you can “Expect More at Home.” In these uncertain times, we are doubling down on that commitment more than ever before.

Sincerely,

Jeff Blau
CEO, The Related Companies
The Related Difference

Given our long-standing commitment to providing an exceptional at-home experience for our residents, Related is uniquely equipped to manage these unprecedented times. Through our highly trained staff, comprehensive health and safety protocols that we developed in partnership with Mount Sinai Hospital, and sizable amenity spaces, we offer an unparalleled lifestyle that sets a new standard for luxury apartment living.

Design
We partner with the world’s most celebrated architects, designers and engineers to create homes that are optimized for healthy living. Uniting the best in form and function, our buildings offer state-of-the-art features, such as filtered air flow, convenient and top-of-the-line amenities – including many work-from-home spaces – and top-of-the-line appliances.

Culture
Not only are our buildings located in some of the most dynamic neighborhoods in the country, they are cultural centers onto themselves. Residents enjoy exclusive access to curated virtual and in-person programming in the fields of art, entertainment, cooking, fashion and fitness.

Service
Our personalized service platform is equipped for your convenience and peace-of-mind. Expect contact-free package delivery, special work-from-home accommodations, and assistance with pet care.

Wellness
Our holistic approach to wellness impacts every element of our buildings. Environmentally conscious construction maximizes our buildings’ access to green spaces, while wellness amenities include private yoga and Pilates studios, and on-site fitness centers by Equinox®.
Enhanced Cleaning & Personnel Protocols

Our spaces will continue to be as safe as they are beautiful through expanded protocols we developed in partnership with Mount Sinai. Measures we are taking include additional staff and cleaning, more frequent disinfecting, and EPA-listed products and signage.

**ADDITIONAL CLEANING STAFF**
Additional team members focused on surface sanitation.

**EPA LISTED DISINFECTANTS**
All public spaces, especially high-touch areas like elevators and restrooms, are frequently disinfected with EPA-listed products specifically indicated for use against SARS-CoV-2.

**CLEANING STRATEGIES BY SURFACE TYPE**
Specific tools are utilized as part of normal cleaning practices for surfaces known to be particularly receptive to SARS-CoV-2.

**ADDITIONAL SPECIALTY CLEANING**
Fitness clubs, common areas, work and amenity spaces are being disinfected more frequently, with adjusted hours to allow for daily detailed cleaning.

**CLEANING STRATEGIES BY SURFACE TYPE**
Specific tools are utilized as part of normal cleaning practices for surfaces known to be particularly receptive to SARS-CoV-2.

**EMPLOYEE HEALTH MONITORING**
All building staff will be assessed daily for presenting symptoms. Clear and concise escalation protocols will be used when there is any confirmed case in a residential building, respecting the need for privacy while keeping the health and safety of our residents, guests and workers paramount.

**STAFF TRAINING**
All building staff is equipped to ensure social distancing and management of all Covid-19 protocols, receiving updated training as information evolves.

**ELEVATORS**
Elevators will have nanotech buttons, which utilize mineral nano-crystals powered by light to create powerful cleaning through oxidation reaction. Clear signage and floor decals guide best practice use of elevators. Elevators are thoroughly sanitized every 3 hours. Where available, the front desk concierge will control floor selection on behalf of residents and guests.

**TOUCHLESS HAND SANITIZER**
Aromatic Aesop blends will be available at select high-touch areas at each property.

**INCREASED AIR PURIFICATION**
In addition to HEPA grade air filters in all common area systems, outdoor air ventilation is increased whenever possible.

**TESTING**
In partnership with Mount Sinai and Solis Health we will offer Covid-19 and anti-body testing for all residents who sign-up.
An Unmatched Team

We have always known that our people are our best asset. Now, more than ever before, our team is working around the clock to continue delivering the first-class level of service our residents expect while also stepping up to keep our community safe.

WHAT OUR RESIDENTS HAVE TO SAY

“We would like to take the opportunity to congratulate all of the Westport staff for flawless and sometimes heroic service given our current situation with the pandemic. It really makes a difference to feel we are all together in this challenge. You guys make our family feel loved and safe.”

- WESTPORT RESIDENT

“There are many reasons why a person would pay a premium rent in a building such as this one, but without question the greatest value to this property are the people associated with it. I am so incredibly appreciative of all you have done.”

- ONE UNION SQUARE SOUTH RESIDENT

“My wife and I would just like to convey our thanks and how great all of the staff in the Tate have been operating in these difficult times. We feel truly lucky to be in such a well-run building during this period [...] We have thought very highly of the Tate since day 1, however to be able to keep up this extremely high standard during the current circumstances is something we are very thankful for.”

- TATE RESIDENTS

“I’d love to give another shout-out to the Related staff @ Tate. I have been amazed by the positivity, focus and professionalism of all building staff during this time. Thank you!”

- TATE RESIDENTS
Unrivalled Amenities

Our high-service residential experience continues to be our signature offering, highlighted by our customized attention to the amenity spaces and experiences that make each property exceptional.
New Amenities & Programs

Related Luxury Rentals will continue to adapt and innovate offerings to meet the changing needs of our residents — including creative, new approaches to food and personal services.

**HOUSE CHEF**

Residents can explore new tastes and enjoy a night out of the kitchen with a new meal delivery service featuring diverse weekly menus from chefs dedicated to each building.

**FARM-TO-BUILDING**

Through an exciting new partnership with local farms, residents can now order fresh, organic produce and artisanal grocery products via online for guaranteed delivery to our buildings on designated days of the week.

**CHEF'S TABLE**

While restaurants remain closed, residents can still enjoy unique, private dining experiences through an experiential component of House Chef.

**BBQ KITS**

Complete DIY BBQ boxes bring the incredible flavors of a perfect Citarella cookout straight to your door.
Home Office by Related

Business spaces and services have been amplified to empower residents to more comfortably and more effectively work from home.

**Enhanced Amenities & Conveniences**

- **Repurposed Amenity Spaces**
  Safe work environments have been created through proper furniture distancing, plexiglass partitions, three times daily disinfecting, antibacterial wipes and reduced hours to allow for additional daily detailed cleaning.

- **Private Meeting Rooms**
  Reservation-only workspaces are available for additional privacy.

- **Tech Expansion**
  High-speed internet in common areas (5G in select locations) and direct wireless printing (via PrintWithMe) can be utilized by any resident.

- **Work from Home Convenience Packages**
  Residents can access computer cables, phone chargers, office supplies and other work task support tools on a moment’s notice.

- **Local Printer and Package Delivery Services**
  Partnerships have been procured with outstanding resources for creative and production finishing services as well as on-site UPS/FedEx/USPS shipping.
KIDS & FAMILIES

CAMP KIDS CLUB
Our youngest residents will enjoy weekly happenings, a summer calendar of daily activities and on-demand virtual events from a variety of partners as well as reservation-only exclusive events three days a week.

CRAFT BAR
Stations filled with crafting and DIY materials for Camp Kids Club activities keep the family creativity flowing.

Enhanced Community Experiences
As a Related resident, you have access to one-of-a-kind experiences and events, partnerships with top brands, and insider information about the latest happenings in your city — even now.
BUILDING COMMUNITY

CULTURE CONNECTION
Curated virtual programming brings residents closer to energizing art, entertainment, cooking, fashion and fitness.

VIRTUAL HAPPY HOURS
Community-centric moments of connection invite residents to enjoy featured drink menus and relaxing socializing.

SUMMER ROOFTOP SERIES
Roaring campfires and exclusive MIMA Movie Nights under the stars surround residents with special amenities for a night out in the open air.

VIRTUAL MIXOLOGY & COOKING
Expert demonstrations of insider tips and tricks add some fun to the regular mix.

RELATED SPEAKER SERIES
Virtual discussions give residents access to leading figures in topics ranging from art collecting to dog training.

PHILANTHROPY
Giving back always feels great and Related Cares offers creative ways to get involved — from supporting World Central Kitchen to participating in dine-in nights that benefit New York Restaurants.
WELLNESS

STRENGTH-TRAINING EQUIPMENT
Weights and resistance bands are available to Related residents for home workouts and virtual personal training.

PRECISION RUN CLUB
Make a friend on your next run; our group Precision Run clubs are the perfect, socially distanced activity.

SOULCYCLE AT HOME
Coming soon.

YOGA CLUB
Whether on the roof in summer or the gym in winter, yoga sessions provide residents a chance for calming balance in a beautiful environment.
New Leasing Experience

Flexible move-ins, virtual tours and a full digital leasing experience option highlight the enhanced safety of each building, while introducing and welcoming potential new residents to the neighborhood.

HEROES PROGRAM AVAILABLE TO MEDICAL PROFESSIONALS AND FIRST RESPONDERS
At select properties qualifying applicants can receive up to one month complimentary rent.

WE’VE GOT YOU COVERED PROGRAM
A custom leasing package that provides up to 90 days rent protection should a resident experience a disruption in employment.

CONTACT-FREE LEASING OPTION
Leasing and renewal administration can be completed in their entirety online.

APPOINTMENT-ONLY SHOWINGS
To maximize everyone’s safety, appointments will be limited to single groups of no more than three visitors, who will be assisted by our leasing agent through the necessary health status questionnaire and provided a complimentary arrival kit including face covering and hand sanitizer for use during the visit.

LEASING OFFICE
Offices have been reconfigured to accommodate appropriately distanced seating and are cleaned thoroughly between meetings.

MODEL UNITS
Beautifully-staged model apartment homes are available for tours and cleaned a minimum of three times daily.
We Look Forward To Seeing You Soon

RELATEDRENTALS.COM