

Dear South Campus Commons residents,

We are writing with additional details following yesterday's message regarding the University's preparations for the Spring Break and extended break / online instruction period.

We encourage all residents to practice social distancing and follow important [prevention measures](#) to keep yourselves and our community safe. In support of the University's effort to follow the CDC's recommendation for social distancing, we will alter operations and hours of service at South Campus Commons. **Please review these important reminders and updates:**

- South Campus Commons apartments will remain open for those residents who are unable to leave campus for the period of March 14 - April 10.
- If you plan remain in South Campus Commons during this time period and you haven't already done so, please let us know by visiting this [link](#). Completing the form helps us to plan and prioritize resources.
- Your safety, security, and well-being are our priority. It is essential that you familiarize yourself with important safety and security information during low occupancy periods and that you take appropriate action to keep yourself and our community safe. Please visit the [safety and security information](#) from UMD's Department of Resident Life for more information and recommendations.
- Service Desks
 - Service desks will be consolidated to Service Desk 6 (located in South Campus Commons Building #6) beginning March 13 at 9 AM.
 - The service desk can be reached by phone at 301-226-0006.
 - We will maintain 24-hour service desk operation at South Campus Commons Building 6 Service Desk from March 14 through March 22.
 - Service desk hours will be further consolidated to 8 AM to midnight, daily, from March 23 through April 10 at South Campus Commons Building 6 Service Desk.
 - If you are locked out, experience a maintenance emergency, or have a health & safety related concern outside of these service desk hours, you can contact an on-call staff member at 301-226-0006. Package pick-up will not be available at this time.
 - In support of social distancing, please call the desk at the 301-226-0006 instead of visiting whenever possible.
 - Currently, we are planning for normal service desk operations at all South Campus Commons Service Desk locations to resume at 9 AM on April 11.
- Work Orders
 - We will prioritize high-priority (life and safety) work orders during Spring Break and the campus' period of online instruction.
 - Non-essential work orders may be delayed and previously scheduled preventive maintenance may be postponed.
 - Planned projects that do not involve entering student apartments will continue as planned.
 - Maintenance, facilities, and housekeeping efforts will be directed to support the additional cleaning and disinfecting of high-touch common areas (lounges, hallways, etc).
- Packages

- Beginning with the start of Spring Break tomorrow, we recommend residents refrain from having non-essential packages delivered.
- Package processing will be limited and likely delayed during the desk consolidation.
- Similar to the University's residence halls, it may become necessary to completely suspend mail and package delivery during this time so please plan accordingly.
 - Limiting online purchases could help to eliminate conflicts with packages en route, should this be necessary.
 - If you must have packages sent, please consider alternative delivery means (i.e. using College Park Amazon Store locker for Amazon packages) if available.
- While packages for all 3 service desks will be received at SCC Desk 6 during the consolidation, if you have a package already awaiting pick-up at Desks 1 or 3, please visit your service desk tonight to claim it. These packages will not be transferred to Desk 6.
- South Campus Commons Management and Leasing Offices
 - The management and leasing offices will operate on an alternative schedule.
 - Offices will be closed from Friday, March 13 through Tuesday, March 16.
 - Staff will be available via email at southcampuscommons@cocm.com or phone at 301-314-2499 during normal business hours, beginning March 17.

Thank you for your patience and understanding during this challenging time. As further developments emerge, we will provide additional updates. If you have any questions, please feel free to contact us at southcampuscommons@cocm.com