

## \_\_\_\_\_ Housing Authority Resident Notice

Dear Resident,

The \_\_\_\_\_ Housing Authority (\_HA) would like to update you on measures we are taking in response to the recent news regarding the Coronavirus (COVID-19). ***This is an important message, so please take the time to read it in its entirety.***

The \_HA's goal is to provide you with information, resources, and tips to ensure that you are taking proper safety precautions to protect yourself and those around you from exposure to this virus. We would like to inform you of specific changes that the \_HA is making to assist in those precautions.

Administrative staff will be taking additional precautions while providing services to tenants. Maintenance staff will be taking additional precautions while responding to work orders and moving from one unit to another.

However, we need your help to keep everyone as healthy and well as possible.

To try and reduce risk and opportunities of exposure, effective Monday, March 16, 2020, the Board will be modifying its available onsite workforce and permit some staff to work remotely. We will continue our regular hours of operations at \_\_\_ office locations/Will be closing our office but will be available by phone and email at our normal business hours.

### **WHAT \_HA STAFF ARE DOING**

- To try and reduce risk and opportunities of exposure, effective immediately, we will modify our onsite workforce and permit staff to work remotely. We are taking steps to severely limit person to person contact. We strongly encourage any residents or applicants to make appointments to limit crowding and lines at offices. We will remain available to tenants and applicants by phone and email throughout the authority's regular business hours.
- Staying home if not feeling well (sore throat, cough, fever, aches, chills, or respiratory symptoms).
- Staff will only enter occupied units to address **emergency health and safety issues** and health screening questions will be asked of residents prior to staff entering. (Tenants are not required to answer these question, but it will help us serve you more safely). All routine work orders in occupied units will be **deferred** for duration of emergency.
- Wiping down or spraying frequently touched surfaces at the community building (s) (handles, knobs, doors, laundry machines, phones, etc.) with antibacterial wipes or Lysol disinfectant spray.
- Using Personal Protective Equipment (PPE), disposable glove, at a minimum, to enter units.

- Providing automatic antibacterial hand sanitizers in the community areas.
- Avoiding close contact with people who are sick and maintaining a minimum 6 foot distance from everyone.
- Using gloves while working in resident units and properly disposing of gloves when exiting each unit.
- If a resident is showing any of the signs mentioned (coughing, sneezing, respiratory trouble or the resident tells maintenance staff they're sick) maintenance will be reporting back to the office, so we can determine how to handle your work order. If a resident is not well, and the work order is not an emergency, we will determine if it makes sense to wait the 14-day period suggested before working in the unit.
- Practicing basic hygiene – washing hands frequently, coughing into elbow. Cover your nose & mouth with a tissue; throw out tissue immediately after use.
- Strongly consider a flu shot, it's not too late (it may not prevent you from getting the flu but might minimize the symptoms).
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Staying updated with information coming from state and national agencies.

## **WHAT RESIDENTS NEED TO DO**

- Stay home if you're not feeling well (sore throat, cough, fever, aches, chills, or respiratory symptoms).
- Wipe down or spray frequently touched surfaces in your unit (handles, knobs, doors, phones, etc.) with antibacterial wipes or Lysol disinfectant spray.
- Avoid close contact with people who are sick or socializing in groups.
- Minimize any non-essential trips outside the development
- Practice basic hygiene – wash your hands frequently, cough into your elbow.
- Cover your nose & mouth with a tissue; throw out tissue immediately after use.
- Strongly consider a flu shot, it's not too late (it may not prevent you from getting the flu but might minimize the symptoms).
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Stay updated with information coming from state and national agencies.

## **RENT REDETERMINATION**

- We understand that many of our employed residents will face significant loss of income during the pandemic. We remind you that you can redetermine your income **downward** at any time for purposes of rent calculation – please reach out immediately to our office by phone or email if you have lost work hours and we will work with you on verification.

## **SOCIAL DISTANCING**

In order to practice the strongly recommended *social distancing*, these changes are effective immediately and will be in effect for at least the next thirty (30) days.

## **Events / Meetings / Gatherings**

1. All resident meetings, events, and gatherings scheduled to occur at WHA sites will be cancelled immediately. This includes, but is not limited to \_\_\_\_\_

*(LHA describe your community events and activities, like events sponsored by resident councils, wellness fairs, the food pantry, and any other gathering, etc.)*

2. All HA community rooms will remain open to allow continued access to laundry facilities. We have posted signage, discouraging residents from using the room in groups larger than two for an extended period of time. We also discourage informal gatherings of any kind. Open community rooms will be disinfected at least twice daily. Note: If residents do not adhere to these guidelines we will consider closing community rooms that do not have laundry facilities.

3. All meal service programs will be \_\_\_\_\_

*(LHA, please work with local service agencies to develop alternative plan for food services or meal delivery for your residents. Remember to encourage social distancing.)*

Respectfully,

\_\_\_\_\_  
Executive Director

\_\_\_\_\_ Housing Authority