

Coronavirus Resident Advisory Notice

Dear Residents:

As the novel coronavirus, also called COVID-19 begins to have an increased impact on our communities, we feel it's important to connect directly with you. Your safety, health, and well-being are of the utmost importance to us. We understand that there are many concerns and we want to assure you that we are doing all that we can to protect our residents and prevent the spread of disease.

Communication is important during these situations and we are committed to doing our part to keep you healthy. We are increasing the frequency of electronic communications – such as text messaging, email, and social media notifications to eliminate unnecessary touching of frequently used hard surfaces and physical interaction.

We will continue to communicate any changes in service to you as quickly as possible. At this time ALL activities to be suspended until further notice:

1. Pest Control (inside units)
2. Regular Maintenance Calls (emergency calls will be responded to in established manner)
3. Food Pantry (Drexel Only)
4. Recreation Activities in the community rooms

To the greatest extent possible, the PBCCHA will provide program activities virtually (i.e., recertifications, interims, etc.). Some activities require a physical signature. These activities will be handled by appointment only. All required documentation/information will be posted on our website or provided to you by email or regular mail. On the PBCCHA website under contact us, you can find the contact information for all PBCCHA staff to directly send all correspondence to your applicable caseworker.

If you have flu-like symptoms, stay in your apartment and limit all contact with office staff. Separate yourself from other residents and pets. If you have any questions about the virus, we encourage you to talk to your physician or medical care provider for information and guidance.

In addition to our existing cleaning, disinfecting, and maintenance policies, our property staff will routinely clean all frequently touched surfaces. We will also post signage to educate you on how to prevent the spread of the virus.

In order to assist us in keeping our clubhouses, leasing offices and amenities sanitized, we request residents follow these guidelines:

- Wash your hands frequently – especially after touching doorknobs or pushing elevator buttons - and follow proper hand-washing procedures:
 - o Using warm water and soap, wash hands for 20 seconds.
 - o Use hand sanitizer with at least 60-95% alcohol.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid contact with people who are sick.
- Stay home if you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

- Clean and disinfect frequently touched objects and surfaces.
- Do not share personal items (dishes, utensil, cups, bedding, towels, etc.)
- Please utilize the drop-box to deposit your rent payment available for your property. Please remember that you are still responsible for your rent during this time. Any change in income should be reported to the PBCHA offices.
- All emergency work orders should be called into our onsite leasing office or after-hours Emergency Service.
- If you have flu-like symptoms and have a work order request in our system, please contact the leasing office to reschedule any non-emergency work orders. All emergency work orders will be addressed on a case-by-case basis.

We are monitoring information from the World Health Organization (WHO), Center for Disease Control (CDC) and Housing and Urban Development (HUD) for updates. We will continue to be proactive and transparent in our communication to avoid panic, misinformation, and ensure your expectations are managed.

Preventing a pandemic from affecting our agency is our job, as well as the job of all our residents, and we thank you all for doing your part in preventing the spread of disease.

Thank you,

Your Management Team