

Newburyport Housing Authority

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March 24, 2020

TO: ALL Residents of NHA

FR: Tracy M. Watson, Executive Director

RE: COVID19 UPDATES

I just wanted to take this opportunity to again reach out to all our residents and clients regarding this ongoing crisis. First and foremost I want to let you all know the dedicated staff of NHA is still here for you. Maintenance has been working tirelessly to try and keep common areas and buildings safe and sanitized. **They are also addressing all emergencies that residents may have.** And while **our offices are currently closed to the public** administration staff is still processing paperwork, answering your calls and attempting to perform their jobs to the best of their abilities under these strenuous conditions.

Please know that we realize many of you will or already have **INCOME CHANGES**. These will all be processed **BACK DATED** to when your income changed. With the stress of the current situation this is one thing you do not have to worry about. Rent Adjustments will take place in as timely a manner as possible.

We also realize that with these income changes many residents may be late with their rent. WE WILL WORK WITH YOU! Please continue to communicate with staff via phone calls and emails.

I also ask for patience and understanding from our residents and clients as things will move slower than before this crisis. Please expect delays but have confidence that everything will be processed!

It is IMPORTANT that residents LIMIT VISITORS to their homes when and if possible! We have not "closed" any of our buildings but we do ask that residents use good judgment. Please avoid common areas, do not loiter in lobbies, hallways or laundry rooms. **Practice SOCIAL DISTANCING at all times.** We realize this may feel isolating but for the time being it is what we must encourage of you and all of us!

Remember, we are all in this together!

For additional information regarding the COVID19 Crisis please visit www.cityofnewburyport.com for information pertaining to city services and social services availabilities.

