

Newburyport Housing Authority

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March 18, 2020

TO: ALL NHA RESIDENTS

FR: Tracy M. Watson, Executive Director

RE: **COVID19 and ADMINISTRATIVE UPDATES**

As we are all aware this is an unprecedented time in US history. Because of this things are very fluid and changing daily. I wanted to communicate to residents a few items of importance regarding the impact this may have on your own households.

If your **income is impacted** due to the pandemic and you are concerned that you need an interim recertification to adjust rent THIS WILL HAPPEN and WILL BE BACK DATED to when your income has decreased. There will be NO FACE TO FACE meetings now or for the foreseeable future so please EMAIL Suzan Moffett for Public Housing or Frank Friel for Section 8. If you do not have access to email please call the office and leave a message. ALL MESSAGES are being listened to and will be returned as promptly as possible.

SUZAN@NHAHOUSING.COM

FWFRIEL@NHAHOUSING.COM

ANNUAL RECERTICATION PROCESS will continue but again will be done remotely. IN OFFICE and/or FACE TO FACE meetings will NOT be occurring. However we ask that you communicate with staff regarding scanning needed paperwork, US mail, drop box, etc. We understand that many residents may have difficulty getting needed items to us in a timely manner please know WE WILL WORK WITH YOU! We ask that you simply communicate with us. Legal action will NOT be taken for non cooperation as it regularly would. Obviously difficulty in providing needed paperwork at this time is not non-cooperative behavior but beyond our control!

Section 8 Clients who have any questions regarding their particular situation should contact Frank Friel. VIA EMAIL OR PHONE.

-OVER-



I'd like to take this opportunity to again remind residents of some very important items:

ALL COMMUNITY ROOMS/BLDGS ARE CLOSED!! Laundry is OPEN.

PLEASE practice SOCIAL DISTANCING!!! I cannot stress this enough!!

Please do not congregate unnecessarily in common areas and DO NOT LOITER in lobbies or laundry rooms.

MAINTENANCE is ONLY focusing on CLEANING COMMON AREAS and EMERGENCIES. Routine work orders will not be addressed. Please hold off calling us on routine work orders at this time. EMERGENCIES ONLY!

We ask that should you need an emergency visit from Maintenance you must practice SOCIAL DISTANCING. Keeping our staff and residents as safe as possible is our main goal.

Remember to....

WASH YOUR HANDS!

DO NOT TOUCH YOUR FACE!

PRACTICE SOCIAL DISTANCING!

Please know that the NHA Staff is doing all we can to keep our buildings clean and sanitized. Staff is working as effectively as possible to keep our Authority up and running as smoothly as we can.

I will continue to communicate with residents as this crisis continues to evolve.

Do not hesitate to contact us with questions or concerns!!

