

To: All Brookline Housing Authority (BHA) Residents

Fm: BHA Property Management Department

Re: Update on BHA Responses to Coronavirus

Dt: March 26, 2010

Please read this whole memo and the attachments very carefully.

The BHA would like to update you on measures we are taking in response to the Coronavirus (COVID-19).

The BHA'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 BHA is making to assist in those precautions.

BHA administrative and maintenance staff are taking additional precautions while providing services to tenants. ***However, we need your help to keep everyone as healthy and well as possible.***

To reduce risk and opportunities of exposure, the BHA is modifying its available on-site workforce and permitting some staff to work remotely. As you know, we have closed our offices to the public until further notice, but we are available by phone and email at our normal business hours. **You can contact the BHA central office by phone (617) 277-2022 or email brhainfo@brooklinehousing.org. You can also visit our website www.brooklinehousing.org for information and updates and for staff contact information. If you would like to receive future updates via email or text, please fill out the contact form on our website or email brhainfo@brooklinehousing.org with your contact information.**

The BHA Maintenance Department can be reached by calling (617) 277-1884 during work hours or (617) 277-2022 for after-hours emergencies or via the BHA website.

RENT ADJUSTMENTS DUE TO LOSS OF INCOME

- We understand that many of our employed residents will face significant loss of income during the health emergency.
- We remind you that you can redetermine your income **downward** at any time for purposes of rent calculation – please reach out immediately to your BHA Property Manager by phone or email if you have lost work hours and we will work with you on verification (BHA Property Manager contact information is listed at the end of this letter).

WHAT BHA STAFF ARE DOING

- We are taking steps to severely limit person to person contact. 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. All routine work orders in occupied units will be **deferred** for duration of emergency.
- Wiping down or spraying frequently touched surfaces at BHA buildings (doorknobs, railings, elevator panels, mailboxes, public bathroom fixtures, laundry equipment, etc.) with disinfectants.
- Providing automatic hand sanitizers in the elevator building lobbies.
- Avoiding close contact with people who are sick and maintaining a minimum six (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, covering nose & mouth with a tissue and throwing out tissue immediately after use.
- Avoid touching 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).
- If you are under quarantine for Coronavirus, report this to your BHA Property Manager.
- Wipe down or spray frequently touched surfaces in your unit (handles, knobs, doors, phones, etc.) with a disinfectant wipe or 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 PAYMENTS

- Please continue to make your monthly rent payments. Even though our central office is closed to the public, residents can drop off rent payments at the drop-box at 90 Longwood Avenue.

SOCIAL DISTANCING

In order to practice required social distancing, these changes are effective immediately and will continue until further notice:

- **We ask residents to restrict all visitors from BHA elevator buildings for seniors unless they are a health care professional, or work for a vendor or service provider approved by the BHA.**
- **All BHA playgrounds are closed until further notice.** The Town of Brookline has also closed all public playgrounds. In order to prevent the spread of this virus, it is essential that you do not allow your children to play in these areas.
- **All BHA community rooms are closed.**
- Access to laundry facilities will continue. Cleaning and drying your laundry at hot temperatures kills viruses. Please help to keep the laundry machines clean by wiping down areas you have touched and then washing your hands.
- No more than two people should be on an elevator at one time.
- Do not linger in common areas.
- We also discourage informal gatherings of any kind.
- All resident meetings, events, and gatherings previously scheduled to occur at BHA sites have been cancelled, including BHA Family Learning Center and ESOL classes, and Springwell and Jewish Family and Children's Services events.

Please note that all meal service programs affiliated with the Brookline Food Pantry and Springwell will continue, but have been modified to comply with social distancing rules.

Property Manager Contact Information:

- Nereida Otero-Torres notero@brooklinehousing.org

Walnut Street Apartments (617-734-6348)/High Street Veterans Apartments (617-232-2283)

- Kelley Chambliss kchambliss@brooklinehousing.org

Morse Apartments (617-277-2022 X 321)/Egmont Street Veterans Apartments (617-713-0486)

- Carol Porcari cporcari@brooklinehousing.org

Sussman House (617-734-6349)/O'Shea House (617-566-4666)

- Ana De La Puente adelapuate@brooklinehousing.org

Kickham & Col. Floyd Apartments (617-277-1382)/Trustman Apartments ((617-232-2265)