

**BOSTON HOUSING AUTHORITY**  
Administration  
52 Chauncy Street  
Boston, Massachusetts 02111

Phone: 617-988-4119  
Fax: 617-988-4133  
TDD: 800-545-1833 x420  
[www.BostonHousing.org](http://www.BostonHousing.org)

March 20, 2020

Dear BHA Residents:

As the COVID-19 situation continues to evolve, it is my highest priority that we protect the health and safety of our residents, and ensure that essential services continue as needed.

**Boston Housing Authority staff are working around the clock to make sure that our communities are prepared for the coming weeks.**

The BHA has already put in place a number of measures across the authority to increase cleaning protocols and practice social distancing to best protect you and your families. In addition:

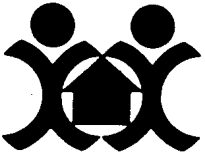
1. BHA's public safety, maintenance and management staff all remain on site for essential services; offices and common areas at sites are closed to the public and only being utilized to provide essential services.
2. BHA will continue to respond to resident repair needs by priority; work orders should continue to be called into 617-988-4357.
3. BHA's central office staff at Chauncy Street are also working via email and phone. For information, see the BHA's website at [www.bostonhousing.org](http://www.bostonhousing.org).
4. There are free food sites set up throughout the city and we are working closely with the City of Boston to ensure that everyone is able to get needed food and medicines. Further information will be distributed and can be found at [www.boston.gov](http://www.boston.gov).
5. Call 311 to reach the City of Boston's Health Line if you have questions about the virus.

The most important thing for residents to do is to follow basic COVID-19 guidance: frequent hand-washing; avoiding touching your face; limiting visitors; cleaning high-touch surfaces frequently; and practicing social distancing. Social distancing means seriously limiting in-person contact with others, and when it is necessary to be in the same room, keeping six feet away from others. You can view updated information at [www.bphc.org](http://www.bphc.org).

If you have concerns or need information or assistance, please call your management office, and we will continue to do everything we can do to help. We will continue to update you as things progress. Take good care and thank you.

Sincerely,

Kate Bennett  
Administrator



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**This is an important document. If you require interpretation, please call the telephone number below or come to our offices.**

Este es un documento importante. Si necesita interpretación, por favor llame al número de teléfono que aparece abajo o visite nuestras oficinas.

這是一份非常重要的文件。如果您需要翻譯服務，請撥下面的電話或前往我們的辦公室

Isto é um documento importante. Se exige interpretação, por favor chama o número de telefone embaixo ou vem a nossos escritórios.

Это важный документ. Если Вам требуется перевод, пожалуйста позвоните нам (телефонный номер ниже). Или придите в наш офис.

Đây là một tài liệu quan trọng. Nếu quý vị cần phiên dịch, vui lòng hãy gọi cho số điện thoại bên dưới hoặc đến các văn phòng của chúng tôi.

**នេះ គឺជាឯកសារសំខាន់មួយ។ ក្នុងករណីលោកអ្នក ចាំបាច់ត្រូវចង់បានការបកប្រែ**

**សូមទូរស័ព្ទលេខខាងក្រោមនេះមកកាន់ ឬ**

**អញ្ជើញមកទាក់ទងដោយផ្ទាល់នៅការិយាល័យយើងខ្ញុំ។**

Sa a se yon dokiman enpòtan. Si ou bezwen entèpretasyon, tanpri rele nimewo telefòn ki anba la a oswa vini nan biwo nou.

Tani waa dhokomentu muhiim ah. Haddii aad rabto tarjumad, fadlan wac lambarka hoos ku qoran ama imow xafiisyadayada.

هذه وثيقة مهمة، وإذا كنت في حاجة إلى ترجمة فورية، يرجى الاتصال على رقم الهاتف المذكور أدناه أو أن تتفضل بالمجيء إلى مكتبنا.

این یک سند بسیار مهم است. اگر به ترجمه آن نیاز دارید، لطفاً با شماره تلفن زیر تماس بگیرید یا به دفتر ما مراجعه کنید.

**(617) 988 - 4124**