

April 16, 2020

(Development Name)
(Street address + Unit #)
(City, State, Zip)

Dear <Fname>,

As the COVID-19 public health emergency continues to evolve, I wanted to give you an update concerning BHA's activities and the work we are doing to ensure the health and safety of our residents and staff while essential services continue.

I am heartened by all of the efforts by both residents and staff to pull through this crisis and protect one another. BHA has seen some of its first confirmed cases of COVID-19 among staff and residents over the past few weeks, though the overall numbers remain relatively low (as of April 16, we have 67 confirmed resident cases across our 10,500 public housing units and eight confirmed employee cases among 756 employees). We do expect these numbers to increase. As we continue to closely monitor this developing situation, we have taken the following steps in order to continue our essential services while protecting our residents, voucher holders, employees and neighbors.

- Boston Public Health Commission (BPHC) and other health protocols are posted and in effect at all sites and at our central office at Chauncy Street. We are also sharing critical information with residents and staff through emails, letters, phone calls and on a frequently-updated COVID-19 page on the BHA website.
- We were the first major Boston landlord to temporarily freeze our nonessential eviction proceedings in order to reduce public health risks at housing court.
- We are decreasing rents in response to updated resident income information upon receipt.
- Our site and public safety officers continue to work on-site at the housing developments. We have implemented new cleaning and social distancing procedures, specific protocols for entering units on an emergency basis, and instructions for managing buildings where a resident is isolating due to the virus.
- All essential functions and services remain active at Chauncy Street (central office), but we have moved all walk-in and in-person appointments to telephone and email for now.
- We are conducting wellness checks for all residents, prioritizing our seniors and disabled residents, on a weekly basis. These calls have helped us to track the status and needs of each resident for food or medicine, information about income/job losses, and to ensure that residents are connected with the services and resources they need.
- We are working closely with the City, and our nonprofit partners to coordinate food distribution, continually adding both family and elderly/disabled sites as supplies become available.

This is a stressful time for many people throughout this city. We want to assure you that as we work to maximize the safety of our residents and staff, our work to provide safe, permanent affordable housing in Boston will continue. Please do not hesitate to contact your management office if you have any questions or concerns!

Thank you for all that you are doing to help prevent the spread of the virus. **Please remember the most important information of all:**

- **Stay at home as much as possible**
- **Keep washing your hands**
- **Clean high-touch surfaces often**
- **Remain at least 6 feet away from others**
- **Wear a mask or face covering when going outside or near others**

It is essential that we all take safety precautions for ourselves and others around us. Up-to-date health information is available at www.bphc.org. To reach the city's Health Line, call 311. For more information see www.bostonhousing.org and www.boston.gov.

Sincerely,

Kate Bennett
Administrator
Boston Housing Authority

This is an important document. If you require interpretation, please call your management office.

Este es un documento importante. Si necesita interpretación, llame a su oficina de gerencia.

這是一份重要文件。如果您需要翻譯，請致電您的經理辦公室。

Este documento é importante. Se precisar de interpretação, por favor, entre em contato com o escritório de gestão.

Sa a se yon dokiman enpòtan. Si ou bezwen entèpretasyon, tanpri rele biwo manadjè w la.

Keli é un Dokumentu impurtanti. Si bu mesti interpretason, pur favor txoma skritoriu dí bu Direktor.

Đây là một tài liệu quan trọng. Nếu bạn yêu cầu được thông dịch, vui lòng gọi cho văn phòng quản lý của bạn.

Kani waa Dukumiinti muhiim ah, hadii aad ku qasmantahay in lagu Turjumo fadlan wac xafiiska Maamulka.

Jest to ważny dokument. Jeśli potrzebujesz go przetłumaczyć, zadzwoń do biura menadżerskiego.

Это важный документ. Если вам требуется устный перевод, пожалуйста, позвоните в офис управления.

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این یک نوشته مهم است. اگر به مترجم نیاز دارید، لطفاً با دفتر مدیریت خود تماس بگیرید.