

November 1<sup>st</sup>, 2020

Dear Residents,

As we continue to move through these very challenging times, I want to update you on what is happening at the Housing Authority of the City of Erie (HACE) as it relates to our response to the COVID19 Virus and what all of us need to do this winter to ensure that we and our neighbors continue to stay healthy. First and foremost, it is important that everyone continue to follow the guidelines put in place by the Governor's office and the Center for Disease Control. Following these guidelines will ensure that our families have the chance to stay healthy.

**Covid19 updates can be found on the HACE website [www.hace.org](http://www.hace.org).**

- HACE Offices including the application offices are open by appointment. Residents and applicants will be required to wear a mask and children under 16 will not be permitted in the offices.
- If you have a change of income you can call your office or report it on-line at [www.hace.org](http://www.hace.org). You may also mail a written statement to your office or drop it off at the drop box in front of your management office!
- It is important that you to continue to pay your rent. The CDC has provided guidelines and a form that must be completed if you are having trouble paying your rent. If you are having trouble paying your rent work with your manager to arrange a rental payment plan that will prevent a risk of eviction once the CDC rent payment moratorium ends on December 31<sup>st</sup>. We are here to help! Contact your office for assistance.
- Banks are now open regular hours for you to drop off your rent payment or after contacting your office you may also drop off a money order for your rent at the drop box located in front of the office.
- HACE maintenance staff are currently doing work orders inside of occupied units. The work area will be sealed off, maintenance staff will wear masks and gloves and residents will be required to wear masks and remain in another area of the house. You will be asked if any member of your household has been sick in the past 14 days. **Effective 11/23/20 the maintenance staff will only be doing emergency work orders in occupied units.**

#### **HOW CAN YOU HELP!!!!**

- **PRACTICE SOCIAL DISTANCING – WASH YOUR HANDS – STAY AT HOME!!!! WEAR A MASK! The Housing Authority distributed 7,000 washable/reusable masks to residents. If you did not receive a mask contact your office and one will be delivered to you.**
- **GET A FLU SHOT!**
- **IF A MEMBER OF YOUR FAMILY TESTS POSITIVE FOR OR IS ON QUARANTINE FOR THE COVID19 VIRUS PLEASE CONTACT YOUR MANAGER SO THAT PRECAUTIONS CAN BE TAKEN WHEN PERFORMING MAINTENANCE WORK OR EMERGENCY REPAIRS IN YOUR HOME. YOUR INFORMATION WILL BE KEPT CONFIDENTIAL.**
- As we move into the colder months, people will stay inside more often and have guests and visitors. It is important that anyone who is visiting your residence practice the safety measures listed above.
- COVID19 Testing is available at the Quality of Life Learning Center located at 2046 East 19<sup>th</sup> every Wednesday from 10:00 a.m. to 3:00 p.m. Testing is provided through MCIC, LECOM and the Erie County Department of Health.

Thank you for your cooperation in keeping our neighborhoods safe and healthy during these challenging times!!

Sincerely,

Michael R. Fraley  
Executive Director