

HOUSING AUTHORITY OF THE COUNTY OF CHESTER



30 West Barnard Street, Suite 2
West Chester, PA 19382
Phone 610-436-9200 * Fax 610-436-9203

March 18, 2020

To All Residents of HACC Public Housing:

We know that you may have concerns and questions regarding COVID-19, the Coronavirus, and its impact on your lives and community. Our number one priority at HACC is to protect the health and safety of our employees and residents. We are following all guidance from the CDC, Federal, and state health departments concerning COVID-19 and working within requirements to be as prepared as possible.

At this time, we have a few updates that we would like to share with you. Please be aware that information is changing very quickly and we are working to keep you as update to date as possible as new guidance becomes available.

All **non-emergency inspections, routine maintenance, and work orders** will be postponed until further notice. Only **emergency** work will be performed at this time.

Maintenance staff will begin focusing on performing more frequent and thorough cleanings of all common areas in the buildings. Cleaning is to be prioritized over general work orders until further notice. However, essential duties such as **emergency** work orders, safety hazards, and trash removal will be performed as usual.

The enhanced cleaning protocol will include using a spray disinfectant and disposable paper towels to clean the following commonly touched areas:

- Common area door handles/push-bars
- Office doors
- Tele-entry boxes
- Elevator buttons
- Washer/dryer handles/buttons/knobs
- Coin machines
- Vending machines
- Mailboxes

*This list is not meant to be exclusive. Maintenance will thoroughly clean all areas that may be considered "common" within the residence building.

Thank you for your continued cooperation as we work to ensure that our communities remain safe places to live.

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COVID-19 (Coronavirus) FAQ's

The health, safety, and well-being of our employees and residents are a top priority for us. As the COVID-19 pandemic continues to evolve, we want to assure you that we are following the guidance from the Center for Disease Control (CDC) and Federal and state government officials. In order to provide some guidance, we have the following FAQ's (Frequently Asked Questions) for your information.

Will the Housing Authority office be open for business?

At this time, and until further notice, the main office of the Housing Authority is closed. Staff in the main office are still working diligently and will be available via email or phone, 8:30AM-4:30PM Monday-Friday, if you need to get in touch with them. There will be no face-to-face meetings conducted by them during this time.

But please be advised that all public housing staff will be working, as usual, at each of our sites.

How will maintenance requests be handled?

Emergency requests and health and safety repairs will be prioritized. All other maintenance work will be completed as time allows but the main priority for maintenance, at this time, will be cleaning of the buildings. Maintenance staff will begin working to thoroughly clean and disinfect all common areas/spaces within the building on a daily basis. If maintenance does need to enter your home for emergency or health and safety repairs, they will wear disposable gloves and disinfect their working area before and after the repair is completed.

What will the maintenance staff do to ensure the building is clean?

Maintenance will increase the frequency of cleaning in the common areas and lobbies, including doors, intercoms, elevator buttons, and other commonly used and touched surfaces.

What if I need to get food? Who can I call for help?

At this time, food banks are still open and operational. Additionally, many local grocery stores have set aside specific hours for seniors and vulnerable populations to shop.

Giant: 6:00AM – 7:00AM

Target: 7:00AM – 8:00AM

Dollar General: First hour of opening

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Additionally, there are a number of resources that you can contact if you need assistance -

PA LINK to Aging and Disability Resources: 1-800-753-8827

Department of Aging: 610-344-6350

Chester County Food Bank: 610-873-6000

General Assistance: 2-1-1

Will I be able to use the Community Room?

No. At this time, please do not congregate in the community room, or any common area in the building, including the lobby. If you live in a building where the community room has doors, these doors will be shut to prevent gathering in the space. This is in keeping with the guidelines laid out by the CDC, recommending keeping a distance of at least 6 feet in-between individuals and limiting the number of individuals in one space. Please also note that any public restrooms at our housing sites will be locked and unavailable for use.

What can I do to help?

Follow the current CDC guidance (www.cdc.gov/COVID19) by:

- Staying calm
- Practicing good health habits
- Washing your hands often with soap and water
- Using hand sanitizer that contains at least 60% alcohol if soap and water aren't available
- Cover your mouth and nose with a tissue when you sneeze or cough
- Wash your hands after coughing or sneezing
- Stay at home when you are sick
- Discourage handshakes and hugs
- Avoid touching your eyes, nose, and mouth
- Practice "social distancing" – plan alternate ways to stay connected to friends and family
- If you have symptoms that concern you – fever, cough, shortness of breath – call your health care provider's office right away

Thank you all for your patience and support during this crisis.

Dale Gravett, Executive Director