

FALL RIVER HOUSING AUTHORITY

Important Notice: Public Housing Residents & Applicants

Fall River Housing Authority (FRHA) is taking all necessary precautions to **SAFEGUARD** the health of its resident community during the **COVID-19** pandemic. To that end, the following **OPERATIONAL** changes and **SAFETY** measures have been implemented and shall remain in effect *until further notice*:

PROPERTY MANAGEMENT & TENANT SELECTION

- Tenant Selection and all Management offices are ***CLOSED*** to the public.
- Tenant Selection and Site Management **personnel** continue to report to work and carry out their essential job duties at their respective worksites.
- Tenant Selection and Site Management are ***NOT*** scheduling **in-person** meetings or appointments with public housing applicants or residents.
- Any business with must be conducted using **remote forms** of communication such as phone, mail, fax, e-mail, drop-box, etc.
- **Update 5/7/2020 * REMOTE LEASING PHASE I:** To safeguard the health of public housing applicants, property management staff, and resident households, FRHA is only leasing units in its **multi-story walk-up, rowhouse, and townhouse buildings**. The entire leasing process is conducted **remotely**, allowing for a **contact-free experience** that allows new families to move-in while conforming with public health guidelines and social distancing protocols.
- **Update 7/24/2020 * REMOTE LEASING PHASE II:** FRHA has modified and expanded the remote leasing protocol above to include units in **high-rise properties**. Still in the pilot phase of implementation, the protocol is currently being tested and evaluated at two locations. Once finalized, the plan will be formally rolled out across all high-rise developments.

TENANT PAYMENTS

- FRHA will no longer accept tenant payments ***in-person***.
- FRHA will ***ONLY*** accept payments submitted **via US Mail or ACH debit**, [Tenants are encouraged to consider the ACH debit option which enables FRHA to withdraw payments for recurring charges directly from their bank account].

RESIDENT SERVICES

- **Update 7/24/2020 * COMMUNITY HALL ACCESS:** Community halls on FRHA property have reopened for the express purpose of serving as cooling centers. Access is limited to **residents *ONLY*** and compliance with all state and local public health guidelines apply. Restrictions on use and access of these spaces include but are not limited to reduced **hours of access**; mandatory **mask/face covering**; lower thresholds for **maximum room occupancy**; and social distancing requirements.

- All resident **activities and events** scheduled to take place on FRHA property have been **cancelled**. Any rescheduling will be determined at a later date.

MAINTENANCE

- Routine cleaning activities have **increased in frequency**. Maintenance is cleaning and sanitizing all common areas in the morning *and* afternoon of each day.
- Particular attention is being given to **high-traffic/high-touch** areas in all FRHA buildings (i.e., laundry rooms; door handles; railings; elevator controls; buzzers/intercom key pads; mailboxes; and trash chute doors).
- Additional emphasis is being placed on sites designated for housing the **elderly** who are at the greatest risk for developing a critical illness from COVID-19.
- For any **Emergency work order** that requires Maintenance to enter an occupied unit, the Tenant will be asked a series of pre-screening questions prior to entry and advised to remain in a separate room while work is being performed in the unit.
- **Update 7/20/2020 * NON-EMERGENCY WORK ORDERS**. Requests for service that require Maintenance to enter an occupied unit will be processed as follows:
 - **For Elderly-Only and Mixed Population sites:** Non-Emergency, tenant-requested work orders will be placed in “deferred” status and completed at a future date.
 - **For Family sites:** Work orders will be carried out according to a new COVID-19 Work Order Protocol.
 - Prior to entry, the Tenant will be asked a series of pre-screening questions and advised to remain in a separate room while Maintenance is in the unit.
 - While in the unit, Maintenance personnel must wear a mask/face covering, gloves, and any other relevant PPE.
 - Upon leaving the unit, Maintenance personnel shall disinfect work areas, unit doorknobs, common area railings and building entrance doorknobs.

OTHER PRECAUTIONS

- **Elevators** at all FRHA high-rise buildings are limited to **2 passengers at a time**.
- All **public restrooms** on FRHA property are locked to prevent access/use. Notices to that effect are posted on restroom doors.
- High-rise residents are advised **NOT** to invite **visitors** into their buildings unless they are visiting with the express purpose of providing **essential supports** and/or services to a resident in need (i.e., personal care assistance, delivery of food, medicine or other necessities; health/medical services).