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 allows 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.

Revised July 24, 2020
• 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:
  o 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.
  o 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).