



## ATTENTION RESIDENTS

The health and safety of our residents is, and will always be, our top priority, and will continue to inform all our decisions.

In addition to information previously distributed related to our response to COVID-19 (coronavirus), please take note of the following:

- **There are currently no confirmed cases of COVID-19 at any THA property.**
- **All residents are strongly encouraged to continue to limit visitors** to only those who are necessary to your health and well-being; all other visitors should be discouraged at this time.
- In addition to the common areas at our properties closing, **we are closing the property management offices at all THA properties effective Tuesday, March 17, 2020.** While property management offices remain closed:
  - Call your property manager if you have an emergent maintenance request
  - Call your social service coordinator with social service needs or concerns
  - Call the after-hours maintenance phone line with any after-hours emergent maintenance requests
  - **Please place your rent in the drop box at your property;** a receipt will be attached to your tenant file once your rent is processed. You may call your property manager to request a receipt be mailed to you.
  - Because of the current disruption to daily activities and the inability for many to work normally, THA will waive late fees for the months of March and April 2020. All THA residents are still expected to pay rent.
- If you are experiencing severe emotional or mental distress, you are encouraged to call the Disaster Distress Hotline at 1-800-985-5990.
- **If your health care provider confirms that you have contracted COVID-19, or if you are experiencing the symptoms related to the virus, we ask that you consider voluntarily notifying your property manager by phone quickly.** In keeping with HIPAA and other healthcare policies you are not required to do so, but we ask that for the safety of our residents and staff you make us aware of your diagnosis by calling your property manager.