

January 3, 2022

Tenant Name  
Tenant Address  
Philadelphia, PA ZIP

**Re: COVID-19 – Resident Update**

Dear PHA Resident,

First and foremost, the Philadelphia Housing Authority (PHA) hopes you and your family are safe during this unprecedented crisis. The health and safety of employees and residents remain our top priority.

PHA continues to monitor the latest information on the Coronavirus (COVID-19). As a result of the increase in positive COVID-19 cases, PHA's offices will be closed beginning **Tuesday, January 4, 2022. The offices will reopen Tuesday, January 18, 2022.** All staff will continue to work remotely, and the management team will regularly check the drop box. Please put your rent in the drop box and a rent receipt will either be dropped off or mailed to your unit. You may also make rent payments by using the PHA Customer Service Portal located at [www.pha.phila.gov](http://www.pha.phila.gov). If you have questions for your manager, please call them directly or contact the call center at **(215) 684-4000**.

If you are behind on your rent and have not yet done so, you may request an application to apply for Rental Assistance by e-mailing [PublicHousing.Answers@pha.phila.gov](mailto:PublicHousing.Answers@pha.phila.gov). Our staff will connect you with your manager to assist you in completing this process.

Maintenance staff will continue to clean the common areas, do trash pickup, cut grass and perform other crucial contactless activities at our sites to maintain a safe and sanitary environment. The staff will wear full personal protective gear out of an abundance of caution to protect themselves and others. Please practice social distancing and wear a mask covering your nose and mouth if you need to approach the staff. PHA also will handle emergency service orders that are called in at **(215) 684-8920**.

PHA will continue to keep you abreast of all our reopening schedule. Meanwhile, in coordination with the Center for Disease Control (CDC), the Department of Housing and Urban Development (HUD), city and state officials, PHA recommends the following:

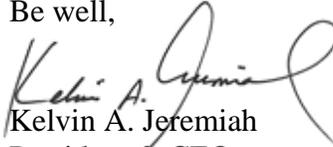
- Stay at home except for essential activities.
- Practice social distancing when out in public.
- Please wear a mask when leaving your unit.

- It is strongly recommended that you restrict any non-essential guests from your home.
- No gatherings are permitted in lobbies, common hallways or any common area.
- All community rooms at PHA developments will remain closed until further notice.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.

As always, the most up to date information is on our website [www.pha.phila.gov](http://www.pha.phila.gov). Please continue to do everything you can to keep yourself and others safe. Lastly, our thoughts and prayers are with all who have gotten sick or lost someone due to this global pandemic. We are truly in this together.

May you and your love ones remain safe and healthy.

Be well,



Kelvin A. Jeremiah

President & CEO

Philadelphia Housing Authority