

March 20, 2020

Tenant Name  
Tenant Address  
Philadelphia, PA ZIP

**Re: COVID-19 – Resident Update**

Dear PHA Resident,

The Philadelphia Housing Authority (PHA) continues to monitor the latest information on the Coronavirus (COVID-19). In coordinating with city and state officials, PHA is recommending the following:

- All residents are advised to stay at home. This means that with the exception of essential activities (groceries, medical appointments), you should remain in your home and practice social distancing if you are out.
- It is strongly recommended that you restrict any non-essential guests from your home if you reside in a senior development or a high-rise building.
- No gatherings are permitted in lobbies, common hallways or common area of a PHA development.
- Effective immediately, all community rooms at PHA developments will be closed until further notice. This includes any previously planned social gatherings such as celebrations or repasts.
- All non-emergency repairs will be postponed. However, maintenance staff will be on call for emergency and critical repairs such as no heat, flooding, no water or serious water leak, no use of toilet, no electricity, and drain backup. If you require emergency services, please contact our Call Center at **215-684-8920**.

PHA will continue with the cleaning of all facilities. You may notice that the staff is wearing personal protective gear while this is taking place. The staff is wearing this protective gear out of an abundance of caution to protect themselves, you and those around them.

If you have encountered a financial hardship because of the Coronavirus (unemployment, reduction in wages, etc.), you may request a financial hardship by writing to your Property Manager detailing the nature of your hardship. Such letters can be delivered to your Management Office by mail or by utilizing the drop-box/mail slot. Once Operations resume, management will contact you to complete the process, and if approved, your request will be retroactive to the date the hardship began.

Residents are instructed to make rent payment utilizing the drop-box located at your Management Offices, or by mailing your checks to Management Offices. Once PHA site offices re-open, a receipt will be mailed to you and your payment will be applied to your account and will be reflected on your monthly rent statements.

While our offices remain closed, please feel free to contact us regarding any questions you may have, including questions regarding hardship waivers, rent issue, or any other matter you wish to discuss. You can e-mail us at [PublicHousing.Answers@pha.phila.gov](mailto:PublicHousing.Answers@pha.phila.gov), and a member of our team will respond. Please be sure to include your name and client number when submitting an e-mail to allow our staff to better assist you.

Last, PHA is strongly recommending that you and your family members follow the Center for Disease Control (CDC) guidelines. The CDC continues to recommend the following public health response to prevent the spread of COVID-19:

- If you feel sick with fever, cough, or difficulty breathing, and have traveled abroad, or were in close contact with someone with COVID-19 in the 14 days before you began to feel sick, seek medical care. Before you go to a doctor's office or emergency room, call ahead and tell them about your recent travel and your symptoms.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

PHA is continuously monitoring COVID-19 and will provide updates via our website at [www.pha.phila.gov](http://www.pha.phila.gov) as events warrant. We thank you for your attention and anticipated cooperation during this unprecedented and trying time.

Last, our thoughts are with all who are adversely impacted by the global pandemic. I hope that we continue to show each other love and kindness in these difficult and uncertain times, and that you and your loved ones remain safe and healthy.

Stay Safe and Healthy,

Kelvin A. Jeremiah  
President & CEO  
Philadelphia Housing Authority