



Housing Authority

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www.bouldercountyhhs.org

Dear Boulder County Housing Authority residents,

In response to state and local health departments' orders and recommendations to implement emergency measures to decrease the rapid spread of COVID-19 (novel coronavirus), the Boulder County Housing Authority (BCHA) is providing the following information for our residents. BCHA will be operating on a reduced staffing plan through April 20, 2020. This will include the Maintenance, Property Management and Resident Services teams as well as other departments throughout Boulder County. Although our physical presence may be limited at your community, all Housing departments will remain active and available through normal communication channels. ***Please contact your Property Management with any questions or concerns and s/he will assist you or direct you to the appropriate department.***

Maintenance work orders:

- Please continue to call in work orders to: 720-864-6400 Monday through Friday from 8:00 a.m.-4:30 p.m. and utilize the emergency line after hours: 303-370-9299.
- We will be prioritizing essential services for our residents, including essential maintenance, cleaning, and ensuring emergency systems are operational.
- Please note that staff will take precautionary measures (practicing social distancing, wearing gloves) during in-person interactions and will request that all people maintain a minimum six-foot distance from each other.
- If you are immune-compromised or have experienced any symptoms: If Maintenance visits your home, in order to avoid or limit unnecessary contact please move into an area where the work is not being completed and that has a door that can be closed for the duration of the work being completed.
- All of our staff will clean their hands thoroughly before and after coming to your home. Our staff are also receiving training on preventive measures and the use of protective gear.
- During this time, we will be reassigning some staff to training as well as cleaning and sanitizing. This means many work orders that are not high priority will likely be delayed until operations return to normal. We will continue to prioritize emergency work order repairs to properties.

During these times, it is imperative that we remain good neighbors. Please continue to follow your lease and adhere to all policies, including but not limited to smoking in designated areas and picking up your dog waste.

Other Guidelines:

- **Avoid Gathering in Common Spaces.** Please ask your guests and family members to be respectful of the guidance from the Centers for Disease Control and Prevention (CDC), and when possible visit in your homes instead of in the indoor public common space.
- **Resident Activities & Gatherings Should be Small.** It is highly recommended that social gatherings be limited. However, if you choose to visit indoor or outdoor common areas, it is essential for residents to adhere to all CDC guidance and limit gatherings to 10 people or less with a minimum of 6 feet of space between them.

- **Use of common areas is at your own risk.** Although we are following all precautionary measures to clean common areas, we cannot guarantee your health and safety. Please follow all CDC guidelines, and your own good judgment, when out in public areas.
- You may notice that **some areas have been closed off.** This is a precautionary measure in order to ensure staff can continue to clean and sanitize high traffic areas. In some cases, you may also notice that furniture in common areas has been moved to assist with maintaining the required social distancing guidelines.
- **Deliveries will continue.** BCHA and its residents will continue to receive deliveries that are essential for our residents and community safety. Therefore, delivery and care providers will still be accessing buildings.

We know this is a time of uncertainty for many in our community and want to reassure you that we will continue to serve you to the best of our ability during this time. If you have any questions, please reach out to your property manager. For future updates via email, please provide your property manager with an email address.

Visit www.boco.org/covid-19 and <https://covid19.colorado.gov> for much more information about COVID-19 and the actions being taken to reduce its spread. Boulder County Housing and Human Services has strong partnerships with Boulder County Public Health as well as many other local and state community partners. Please know that experts have been planning for and practicing response for situations such as this. The advice they are providing today will help reduce the severity of the COVID-19 outbreak, particularly if we all do our part to follow that advice.

Sincerely,

BCHA Housing Operations & Maintenance