

## Coronavirus (COVID-19) Update

Dear Residents,

The Auburn Housing Authority (AHA) and its affiliate, AHA Development LLD, are navigating uncharted territory and are making operational changes due to the Coronavirus (COVID-19). Please be informed that the health and safety of our residents, staff, and the general public is our number one priority; therefore, we are making various operational changes in an effort to reduce the potential spread of COVID-19. Because of this, we will be implementing the changes outlined below that will cause some disruptions to our normal business operations which will be in effect until further notice:

1. **OFFICE HOURS AND CONTACT**: Effective Monday, March 16, 2020, our Administrative Office will be closed to the general public until COVID-19 is no longer a threat. If you have questions, you may contact the following:  
**Carrie Smith, Regional Property Manager**  
**Phone: (334) 821-2262 ext 212**  
**Email: [csmith@auburnhousingauth.org](mailto:csmith@auburnhousingauth.org)**
2. **RENT PAYMENTS**: AHA plans to install a rent payment drop box outside of the Administrative Office. Checks, Money Orders, and Cash will be accepted. Envelopes will be available. Name, Apartment Name, Unit Number, and Amount will be required. No change will be given for cash payments; over payment will be credited toward your next month's rent. Receipts will be mailed out. Additional information will be provided.
3. **WORK ORDERS**: Maintenance staff will only respond to emergency work orders. Emergency work orders are defined as being a serious threat to the life, safety or health of resident(s) or staff; or as situations that will cause serious damage to the property, property structure or systems. Additionally, we ask that you follow the Center for Disease Control's (CDC) recommendation and maintain 6 feet of space or more as maintenance staff works to resolve any issues. Maintenance staff will be wearing special protective gear and have been trained on proper use and disposal. This will be done entering and exiting each unit.

If you have any questions, please contact the following:

**Mark Ellis, Regional Maintenance Manager**  
**Phone: (334) 821-2262 ext 262**  
**Email: [mellis@auburnhousingauth.org](mailto:mellis@auburnhousingauth.org)**

**We want to encourage everyone to adhere to the latest updates from the (CDC). Below are some of the suggestions that have been provided to help reduce the spread of COVID-19:**

- Please stay home if you are sick.
- Avoid close contact with those who are already sick.
- Cover your nose and mouth when coughing or sneezing with a tissue or the crook of your arm.
- Wash your hands often with soap and water.
- Avoid touching eyes, nose, or mouth.
- Practice social distancing and other health precautions as recommended by the CDC

If you are experiencing fever, cough, and/or shortness of breath be aware you may be experiencing symptoms of COVID-19. Please contact local health officials at (334) 528-742. If you are experiencing difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new confusion or inability to arouse, and/or bluish lips or face you may be experiencing emergency signs of coronavirus and need immediate medical attention. For more information, please visit [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) or the COVID-19 hotline at **1-888-264-2256**.

We ask for your patience and cooperation as we work through the uncertainties associated with COVID-19. Again, we want to emphasize that our priority is to protect the health and wellbeing of our residents and staff. If you have questions or require more information, please call the contacts listed above.

*Carrie Smith*

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Carrie Smith, Regional Property Manager

*Mark R. Ellis*

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Mark Ellis, Regional Maintenance Manager

*AJ Harris*

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AJ Harris, Director of Property Operations