

OCTOBER RESIDENT UPDATE



Homes for Good Resident Updates

Homes for Good **offices remain closed**, however staff continue to be available if you need assistance with anything during this time. All staff can be reached by calling our main office at (541) 682-3755 or your site teams direct lines. Paperwork for any Homes for Good program can be sent to paperwork@homesforgood.org. As a reminder, free laundry is ending at the end of the month.

Maintenance Updates:

- Homes for Good has received a waiver for the required annual inspection for 2020 so we will not be scheduling annual inspections until through the end of 2020. Other types of inspections may still be scheduled if there is priority work to complete or lease enforcement concerns.
- Maintenance is still working on completing the work noted in last years inspection and may reach out for permission to enter to complete this work.
- To assist us in being prepared for the next inspection, we ask residents to call in any needed work to the work order line so staff can prioritize any urgent needs. The work order line is (541) 682-4010.

Protocols & priorities for maintenance work:

- We thank you for your patience as we work through the various work orders that have accumulated during the COVID shut downs. Staff are continuing to practice additional precautions and are prioritizing urgent and emergency work.
- We ask that residents practice social distancing and wear a face covering if remaining in the unit while maintenance work is being completed. Staff can offer a mask if residents do not have one available.
- We ask that residents minimize the number of people in the home while maintenance work is being completed. Residents and/or guests may be asked to remain in a separate room if they remain in the unit while work is completed.
- Maintenance staff have been asked to stop any work if residents are not adhering to social distance requirements and reschedule the work for a time when requirements can be followed or the unit is vacant.

Rent Updates

- Moratorium continues through December 31, 2020 with all outstanding rent balances will be due by March 31, 2021. Amber is working with residents who have struggled to pay rent in setting up voluntary payment plans. She can be reached by calling (541) 682-2534.
- Lane County is opening a second round of rent assistance on Friday October 16, 2020 starting at 9:00am. Funds go fast, so we encourage you to apply early if you need assistance. Call 541-682-3371 or apply on their website at www.lanecounty.org/rent.
- If you need help connecting to other resources, please reach out to our Resident Services team for support. They can be reached through our Resident Support Line at (541) 682-2580.

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RESOURCES FOR YOU



TAKE IT OUTSIDE
If you're planning a get-together, take it outside if possible. If you're gathering indoors, keep the group small and make sure there's plenty of fresh air.

IT'S NOT JUST ABOUT YOU, WE'RE ALL CONNECTED
People without obvious symptoms of COVID might still be contagious. Keep your bubble small, and let people know immediately if anyone in your circle gets sick.

During Covid-19
You are not Alone

We know physical distancing creates increased concerns and there is help.

oralert.gov/not-alone

Ballots for the November 3 General Election are in the mail.

YOUR VOTE MATTERS!

lanecounty.org/elections

Rain and Face Coverings

Letting your face covering get wet may decrease its effectiveness and make it difficult to breathe.

Keep your mask dry by wearing a rain jacket with a hood, carrying an umbrella, or having another means to shield your face covering from the rain. You may also want to carry a spare, just in case.

For more information visit healthoregon.org/coronavirus or call 211

Crisis Response:

- If Emergency, call 9-1-1
- White Bird Crisis Line: (541) 687-4000
- Youth Crisis Line: (541) 689-3111
- Veteran's Crisis Line: (800) 273-8255 x1
- Women's Space Crisis Line: (541) 485-6513
- Oregon Suicide Lifeline: (800) 273-8255

COVID Resources:

- Lane County Rent Assistance opening Oct 16th. Call (541) 682-3371 or apply at www.lanecounty.org/rent
- Low Income Energy Assistance opening Nov 4th. Go to www.lanecounty.org/liheap to learn more.
- Lane County Mutual Aid COVID Response Request Line: (541) 321-8749
- Call 2-1-1 for additional resources and the most up to date information,

Our Resident Services team is here to support you in connecting to needed resources and staying stable in housing. Join us for one of our weekly Zoom office hours.

Allie Gay, Fridays from 10-12

<https://zoom.us/j/5247616066>

Jose Zarate, Mondays from 8-10

<https://zoom.us/j/5247616066>

If you have trouble accessing these office hours or need any other assistance please call the Homes for Good Resident Support Line (541) 682-2580

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