

UPDATE FOR RESIDENTS



Guidance from the Governor's Office

Governor Kate Brown has released an important executive order this week related to the COVID-19 outbreak and we want to make sure our residents are aware of these changes and any impact to our operations. We want to assure you that Homes for Good is committed to doing everything we can to ensure the health and safety of our residents and staff during the coronavirus outbreak.

On Monday March 23, 2020 Governor Kate Brown issued an executive order for Oregonians to "Stay Home, Save Lives" which includes the following specific directions for:

- All non-essential social and recreational gatherings of individuals are prohibited, regardless of size, if a **distance of at least six feet** between individuals cannot be maintained.
- It closes and prohibits shopping at specific categories of businesses and for others to implement strict social distancing policies in order to remain open.
- It directs Oregonians to **stay home** whenever possible, while permitting activities outside the home when social distancing is maintained.
- It closes playgrounds, sports courts, and skate parks, among other types of outdoor recreation facilities.

We encourage residents to adhere to these guidelines and do their best to avoid close contact with others including staff, neighbors and guests by:

- Staying in your homes or outdoors away from groups of people, as much as possible.
- Limiting visitors to persons essential to maintaining your health, well-being, and safety. Social interaction is important; however, in-person social interactions are associated with increased risk of infection.
- Learning and practicing alternative ways to interact, including replacing in-person group interactions with video or telephone calls.
- Staying away from playgrounds, smoking areas and other spaces that residents gather.

Changes to Homes for Good Operations

- Staff are still available for essential services and can be reached at (541) 682-3755.
- Please continue to call in maintenance requests and staff will respond to all urgent matters promptly. Emergency Work Orders can be called in to (541) 359-8874.
- Food programs will continue as long as possible, please contact Resident Services for more information about what is available at your site (541) 682-2580.
- Staff will be calling all residents to determine how we can best help meet critical needs, so please let us know if you are needing anything and we can help coordinate resources.
- We will continue to send out weekly resident updates with any new information about this Coronavirus outbreak or changes to our operations.

We thank you for your cooperation with this important directive and for helping us keep your properties safe!

Homes for Good Team

Homes. People. Partnerships. Good.

RESOURCES FOR YOU



Need food?	Apply for SNAP: apps.state.or.us/onlineApplication/ Older Adult Food Needs: 1-855-ORE-ADRC
Childcare cost help?	Apply for Employment Related Day Care (ERDC): https://bit.ly/OregonERDC
Employment?	Unemployment: oregon.gov/employ/unemployment Older Adults: 1-855-ORE-ADRC People with disabilities: https://bit.ly/OrVocRehab
Information?	Dial 2-1-1, 24/7. Visit 211info.org

Oregon COVID-19 Resources



Do

1. Stay home as much as possible
2. Stay at least 6 feet away from others
3. Go out only for essentials (groceries, medical care)
4. Exercise outside (walking, biking)
5. Have video and phone chats
6. Drop food off to neighbor

Don't

1. Gather in groups
2. Get together with friends
3. Have play dates with kids
4. Make unnecessary trips

Closed

1. Malls and retail complexes
2. Barbershops, hair and nail salons
3. Playgrounds, theaters, arcades, bowling alleys

Open:

1. Grocery stores, pharmacies
2. Banks, gas stations
3. Restaurants (take out only)
4. Other stores (6 ft distance)



Homes. People. Partnerships. Good.



APRIL RENT PROCESS

Dear Homes for Good Resident,

Homes for Good is working to minimize the financial impact of this situation on residents and we understand the stress these uncertain times may be placing on you and your family. With this in mind, we also want to remind residents that **rents are still due on April 1st as usual**. Please note that although a moratorium on rent related evictions is in place, it does not waive the responsibility to pay rent. It does, however, give us some ability to work with residents to ensure they do not lose their housing during this Coronavirus outbreak if their loss of income is related to COVID-19. Rent payments directly affect the ability of Homes for Good to pay for continued operations including utilities, maintenance and staff at your buildings which are especially important during this time.

We encourage everyone to follow the steps below to make this process go as smoothly as possible. Again, all staff can be reached by calling (541) 682-3755.

- If you are in Public or Assisted Housing (or have a Section 8 voucher), remember to update your Housing Specialist regarding any changes to your income so we can adjust your rent accordingly.
- Communicate with your property management team if you believe you may have trouble paying rent this month. They can work with you to set up a payment arrangement.
- Read and understand the resources available to you under the recently passed Families First Coronavirus Response Act, which expands unemployment benefits, increases emergency paid leave options and requires paid sick leave for employees.
- Apply for unemployment if you have recently lost your job due to COVID-19, the main claims number is 877-345-3484. If you need assistance applying for needed benefits, contact your Resident Services Specialist.
- If you have lost income, reach out to your utility company, credit card company, student loan provider and any other monthly bill that you may have. Mention that you have lost income due to coronavirus and they **may** be able to provide a waiver for your bills.

Homes for Good will be working to minimize the impact on our residents by:

- Processing income changes as quickly as possible
- Waiving all late fees for the month of April
- Allowing residents to set up payment arrangements for amounts they are unable to pay
- Connect residents to community resources to support them in meeting their needs

Please reach out to us if you have questions about this process and we will do our best to work with you to maintain your housing and meet your family's needs. We thank you for your patience and understanding during this process, we will get through this together!

Homes for Good Team

Homes. People. Partnerships. Good.