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THIS IS AN IMPORTANT NOTICE – PLEASE HAVE IT TRANSLATED.

EL AVISO ADJUNTO CONTIENE LA INFORMACIÓN MUY IMPORTANTE ACERCA DE SU ARRENDAMIENTO~ POR FAVOR HÁGALO TRADUCIR SI ES NECESARIO ~

ПРИЛОЖЕННОЕ УВЕДОМЛЕНИЕ СОДЕРЖИТ ОЧЕНЬ ВАЖНУЮ ИНФОРМАЦИЮ ~ ПОЖАЛУЙСТА ПЕРЕВЕДИТЕ IT В СЛУЧАЕ НЕОБХОДИМОСТИ ~

Njoftimi i bashkangjitur është shumë e rëndësishme. Ju lutem për ta përkthyer atë.

Sự Chú ý Gắn liền chứa đựng Thông tin rất Quan trọng liên quan Thời gian thuê (của) Các bạn, và Một Cư dân. Xin Có Nó được dịch Nếu Cần thiết ~

June 24, 2020

RE: WHA Coronavirus (COVID-19) Update

Dear Resident,

I want to take a moment to provide you with some updates regarding our current situation with Coronavirus (COVID-19) at the WHA. This is an important message, so please take the time to read it in its entirety.

I would first like to thank you again, for your continuous cooperation throughout the COVID-19 pandemic. Thanks to our continuous precautionary efforts, our overall numbers at the WHA are exceptional – only 7 active cases among a total of over 3,000 apartments, which is close to 6700 residents – which I am very pleased to see.

Although active numbers remain extremely low at the WHA, we are beginning to see a trend, nationally, of increased cases since the reopening of several states, Massachusetts included. This past weekend as I was driving around the city and some of our properties, it was very nice to see residents being able to get out and enjoy the beautiful weather, however, I noticed numerous folks not wearing their masks, not practicing social distancing and letting their guard down. Despite the state's upgrade to Phase 2, I urge you to remain diligent in practicing social distancing and wearing your mask on and off WHA property.

Social Distancing

If you are choosing to socialize with someone, I ask that you please be conscious of where you are socializing, preferably outside. It is critical that you continue to practice social distancing of at least 6 feet while doing so. Lastly, I discourage you from having interactions with new people during this time to avoid possible contact with COVID-19.

Mask Wearing Requirement

Additionally, please remember to wear your mask at all times when in public and/or interacting with others outside of your apartment household, as it is still a requirement on all WHA properties. This includes parking lots, common areas, laundry rooms, hallways, elevators, etc.

When wearing your mask, please remember to cover your mouth AND nose to ensure full protection. I have seen a number of residents improperly wearing their mask and exposing their nose or mouth. Wearing a face mask is a great deterrent to spreading the virus. Our efforts are marginalized if we do not work as a team and remain unified in ridding ourselves of this virus. Please help us and yourself by following these measures.

Best Safety Practices

As the state has now officially reopened, it is critical that we are each accountable for our own personal safety and the safety of our family and community members. You can help by continuing to follow the guidance set forth by the CDC:

- Please continue to follow social distancing guidelines and stay at least 6 feet apart from others.
- Wear your mask at all times when in public and on WHA property.
- Wash your hands often with soap and warm water, and do not touch your face.
- Wear gloves when handling potentially contaminated materials.
- Sanitize surfaces, doorknobs, remote controls, and commonly touched items frequently.
- Don't litter! Be sure to dispose of your gloves and masks in the proper garbage receptacle when done.
- Limit your visits to stores. We have seen where some stores are becoming a place of exposure, so please try to avoid shopping unless it is necessary.

Following WHA Rules

I cannot stress enough the need for all residents to continue to comply with WHA rules during this difficult time. I feel terribly that our summer this year will be like no other. I feel badly that our residents cannot mingle and enjoy each other's company and that our WHA children cannot have fun as they are accustomed to. If we all do our part in fighting this awful virus, we can return back to enjoying some of the activities we used to partake in.

- Sitting on benches – As you have seen, all benches on WHA property remain wrapped to deter folks from sitting on our benches. These benches are not 6 feet apart and in order for us to promote social distancing, we do not want anyone sitting on these benches. Please do not remove the wrappings or caution tape.
- Smoking – Some residents have begun to smoke inside their apartment. Please remember that all WHA properties are smoke free and you are only allowed to smoke in designated smoking areas.

Keep the WHA Informed

As I have mentioned previously, please continue to keep the WHA informed and immediately notify your Property Management Office or Family & Resident Services at **(508) 635-3306**, if you experience symptoms related to COVID-19 or are diagnosed with the virus. Symptoms vary, but common symptoms typically include fever, headache, cough, and trouble breathing.

We have been very fortunate to have had residents report when tested positive, as this has allowed us to ensure they are secure and have everything they need to quarantine safely, without putting others at risk. In failing to report symptoms, you run the potential risk of exposing those around you to the virus, so I ask that you please be considerate of your own health, and the health of those around you.

Governor's Moratorium

This past April, the governor passed a moratorium on all non-emergency evictions. There has been some recent confusion in regards to this and what it exactly means. Let me help clarify.

1. This moratorium puts a hold on landlords pursuing any non-emergency eviction cases.
2. However, all residents are still required to abide by terms of their current lease, including paying your rent.
3. The moratorium does not waive rent due to landlords.
4. If you fail to abide by current terms of your lease, including paying your rent, you will be subject to lease enforcement once the moratorium is lifted.

If you are having a difficult time paying rent due to mitigating circumstances, please let your property management office know, so that they can assist you in developing a plan including referring you to community resources.

For residents interested in paying their rent online, the WHA is now offering online payment through Unipay – a quick and convenient way to complete your monthly payments. Please visit our website if this is something you are interested in at www.worcesterha.org

Information for Family Developments

For those residing in any of our family developments, here are some additional updates:

1. Playgrounds: We have decided to open up access to all playgrounds on the WHA properties – I ask that if your family decides to utilize these features, that you follow all necessary health and safety measures while doing so, including social distancing.
2. Water features: All water features on the WHA properties are currently turned off. We will continue to monitor these areas and assess if/when we will turn them on.
3. Moon-bounces/Personal pools: The usage of moon-bounces and personal pools/kiddy pools on WHA property is strictly prohibited. I have seen an increase in such activity and it is important that residents stop. Pools and moon bounces are a tremendous liability as we have seen children drown and other children get seriously injured falling off the moon bounces.
4. Fireworks: The city of Worcester has seen an increase in usage of fireworks. We have also seen usage on WHA property, and please remember that fireworks are prohibited by state law. The WPD has been working towards combatting this illegal usage. This type of activity is subject to lease enforcement as well, so I implore residents not to use fireworks as they are disruptive, loud and a safety risk.

Summer Camp Program

The WHA is still accepting registrations for our free **At Home 2020 Programming Summer Camp**. This is a wonderful opportunity to keep children engaged during the summer months. Please take a look at our website to see how your child can get involved! https://worcesterha.org/frs_summerprograms.html

Available Resources

I would also like to remind you that the WHA has a number of resources available to support residents in need. If you need help, please do not hesitate to reach out.

- COVID-19 related updates are frequently posted on our dedicated WHA COVID-19 webpage: <http://www.worcesterha.org/covid19.html>
- This webpage can be translated into over 100 languages for ease of use. To receive text alerts, please text: WHACOVID to phone number 67076.
- Our Family & Resident Services Department has been working hard to line up referrals and necessary supplies to assist you with food, personal care items, educational assistance, medical care, mental health resources, or entertainment activities. **If you need assistance, please reach out to 508-635-3306.**
- If you have experienced a loss of income due to the COVID-19 crisis, please contact your Property Management Office. Our offices are closed to the public, but we are still here to serve you. We are experiencing a higher-than-normal volume of calls, so please be sure to leave a message with a callback number if you are unable to reach someone right away.

I want to thank you again for your cooperation with our efforts to minimize the risk of Coronavirus within our community. I am very pleased with our current outcome and would like it to remain this way. Again, I know it is not easy, but for your own health and safety, as well as the health and safety of those around you – especially those most vulnerable –, please continue to take all necessary precautions. On behalf of the entire WHA family, I wish you good health and good luck. We are all in this together.

Thank you,



Alex Corrales
Executive Director