

March 19, 2020

Dear Housing Residents:



CITY OF
TUCSON
HOUSING AND
COMMUNITY
DEVELOPMENT
DEPARTMENT

The City of Tucson Housing Authority (HCD) is committed to doing everything we can to ensure the health and well-being of our residents and employees. We want to keep you informed about HCD's response to the presence in the Pima County of the novel coronavirus known as COVID-19. The following actions are designed to help keep our clients, staff and communities safe.

Staying home if ill

- HCD has instructed all staff who are ill, or have an ill family member, not to come to work until they have been symptom-free for at least three days. We ask that our residents also stay home if you have any symptoms of being ill like coughing or fever.

Social distancing

- HCD is asking residents to conduct business with HCD by phone or email to reduce opportunities for the virus to spread.
- HCD is ensuring adequate staffing to respond to an increase in residents who contact us by phone or email. We are committed to returning calls as soon as possible. Please call your property management office for assistance.
- Only Emergency Maintenance work orders will be completed during this time. Emergency is defined as any condition that is determined to be life-threatening in nature or poses an immediate threat of significant damage to the structure.

Sanitation

- HCD is implementing a deep sanitization of the common areas for our large multifamily properties.

HCD in accordance with the Mayor's Emergency Declaration is Closed to the Public. We will notify you if this changes. Some meetings, classes, workshops and other activities at HCD locations have been canceled or postponed; please check with the organizers of these activities.

Rent Payments

- As a reminder, you can make your rent payments at HCD Admin office located at 310 N Commerce Park Loop or mail it to City of Tucson P.O. Box 27210 Tucson, AZ 85775-2602. Late fees have been suspended at this time.

The spread of COVID-19 is a public health issue. To stay informed or ask questions, you should contact the **COVID-19 Hotline** at **(844) 542-8201**.

Sincerely,

Liz Morales
Housing and Community Development Director