

## **WESTBROOK HOUSING PROPERTY MANAGEMENT - Tenant advisory – Until Further Notice**

Your safety, health, and well-being are of the utmost importance to us. We understand that there are many concerns around COVID-19 and we want to assure you that we are doing all that we can to protect our Residents and Staff and to prevent the spread of disease.

We are committed to doing our part to keep you healthy and will continue to communicate any changes in service to you as quickly as possible.

In addition to our existing cleaning, disinfecting, and maintenance policies, we are also taking the following measures:

### **Staff precautions**

- ***The Main Office will be closed to all visitors.***
- ***Property Managers and Resident Services Coordinators will be working remotely.*** Their office door will be posted with their contact information, and they will be available the same working hours they usually are.
- Maintenance Staff will be conducting regular maintenance in the common areas and in vacant units. ***Only emergency or urgent work-orders will be completed in individual units.***
  - When calling in an emergency or urgent work-order, you will be asked about the presence of any illness or symptoms of anyone in your unit.
  - Residents are encouraged to call in all work-orders. Non-urgent work-orders will be handled once the maintenance staff is put back on regular duties.
- All staff have implemented infection prevention and control measures.
- All staff are instructed to stay home if they are feeling sick, develop symptoms of the virus, or have been in close contact with persons who have tested positive for the virus.

### **Building operations**

- ***All community areas will be closed except for the laundry rooms and trash rooms.***
- We've reviewed business continuity plans with all staff and external vendors to ensure critical functions continue to be met in the event of staff absences.
- Hand sanitizer stations have been installed at building entries.

### **Cleaning and education**

- Increased frequency and disinfecting of hard surfaces in common areas – countertops, doorknobs, elevator buttons, and the like.
- Additional signage posted to educate you on how to prevent the spread of infection.

### **Communication updates**

- The fastest way to send out updates is by email. Please email your Property Manager to insure they have the most up-to-date email for your household.
- Please answer and listen carefully to messages from our automated calling system and respond appropriately to polling questions if asked. We will use this system to quickly provide you with essential information and gather information to better assist residents.
- Electronic signage is posted in each building which will include updates to policy and guidance.

**Preventing a pandemic is everyone’s job. You can help us prevent the spread of infection by doing the following:**

- **Wash your hands frequently** – especially after touching doorknobs or pushing elevator buttons – and follow proper hand-washing procedures:
  - Using warm water and soap, wash hands for 20 seconds.
  - Use hand sanitizer with at least 60-95% alcohol.
- If you feel ill, stay in your unit and let building management know you are feeling sick by calling or emailing your property manager. Separate yourself from other residents and pets.
  - If you need to leave your unit to go to a doctor, please wear a mask over your nose and mouth (or in the absence of a mask, use a scarf or handkerchief) and disposable gloves. Discard these items upon return and/or wash immediately.
  - Any co-residents should use a face mask and or gloves when in the same room as you.
  - Do not use public transportation, ride sharing, or taxis.
  - Do not enter any public areas in the building.
- Before going to the doctor, call ahead to let them know if you may have been exposed to a virus.
- Cover your coughs and sneezes with a tissue and discard immediately in a lined trashcan and wash your hands immediately afterwards following the steps noted above.
- Do not share personal items (dishes, utensil, cups, bedding, towels, etc.)
- Clean all high-touch surfaces every day.
- Limit your guests to those providing essential services only.
- Do not leave any items in the common areas.

**Keeping the lines of communication open**

We are monitoring information from the World Health Organization (WHO) and the Center for Disease Control (CDC) for updates. We will continue to be proactive and transparent in our communication to avoid panic, misinformation, and ensure your expectations are managed.

Preventing a pandemic from affecting our building is our job, as well as the job of all our residents, and we thank you all for doing your part in preventing the spread of disease.

If you need more information, we recommend the following resources for the most up to date news and developments related to COVID-19:

- CDC Federal Government [www.cdc.gov](http://www.cdc.gov)
- CDC Maine <https://www.maine.gov/dhhs/mecdc/infectious-disease/epi/airborne/coronavirus.shtml>
- World Health Organization [www.who.int](http://www.who.int)
- [Westbrook Housing www.westbrookhousing.org](http://www.westbrookhousing.org)
- City of Westbrook <http://www.westbrookmaine.com/639/Coronavirus>
- Governor Mills <https://www.maine.gov/governor/mills/>

Contact your property manager with questions: staff directory online at [www.westbrookhousing.org](http://www.westbrookhousing.org).