

March 18, 2020

To our applicants, residents and participants:

I am writing to let you know that we have spent the last several days planning for a response to the coronavirus (COVID-19) that will allow us to continue to provide you with safe, decent housing. The well-being of those that we serve, and the employees who assist us in this service, remain our greatest priority.

We are implementing some changes in the way we will do business for the immediate future. Examples of this include:

- All non-emergency inspections will be postponed until further notice. Emergency inspections will still be conducted by Property Maintenance and in the Section 8 Housing Choice Voucher Program.
- We will close our offices to appointments and walk-in services but will continue to be available by telephone. Please call us instead of visiting the office. Continue to contact us to report income changes, ask questions about your rent, or report a problem. (Please note that your obligations under your lease or voucher remain unchanged.) You may be asked to mail, fax or email documents for later validation so that we can continue to perform our necessary work to meet your housing needs. Resident Services staff will talk with you by telephone instead of visiting your home.
- Routine work orders may be postponed or take a longer time to complete than usual because, staff will be focused on performing a more frequent and thorough cleaning of areas of business.
- We will close some community spaces and postpone events, because experts are discouraging meetings and gatherings.

As you know, the circumstances around this situation seem to be changing daily, so please be aware that there could be updates to this plan in the future. Please call the offices for new information or with questions or keep up to date by way of our Facebook page.

I have attached some additional information from the U.S. Center for Disease Control that has been provided to us by the Department of Housing and Urban Development (HUD). I urge you to read this information and do everything possible to keep yourself and those close to you safe and healthy.

Thank you for taking this information seriously, and for being our partner in ensuring that our communities are a safe place to live.

Best wishes to you.

Senghor Manns  
CEO and President

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>  
<https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx>



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CEO/PRESIDENT



#### COMMISSIONERS

EMILY LEADER, ESQ.  
BOARD CHAIR

Lavelle Muhammad

Mattie Watson

Donrico Colden



#### MISSION STATEMENT

Our mission is to be a  
"Best in Class" Agency that:

*Provides quality and  
affordable housing;*

*Works unyieldingly towards  
improving the quality of life  
for our residents;*

*Aggressively focuses on  
programming for individual  
and family self-sufficiency;*

*Develops and maximizes  
assets and resources for the  
benefit of our business  
interests; and*

*Affirmatively promotes fair  
housing.*

