Dear Residents,

We want to inform you that in response to the COVID-19 pandemic, Heartland Housing is implementing safeguards to protect the health and well-being of our staff, residents, and communities. We are adhering to Centers for Disease Control (CDC) protocols, and we have made some temporary changes to our building policies **effective March 20th, 2020** until further notice.

* Visitors will be prohibited with the exception of home health care workers and essential caretakers only. However, please note that you should not allow anyone to visit if they are ill and experiencing flu-like symptoms.
* If you have a fever, cough, and shortness of breath contact your health care provider immediately to receive proper guidance from a physician. Read the [CDC’s recommendations if you are sick or suspect to be](https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf) sick with COVID-19.
* In the event that you receive a diagnosis of COVID-19, you will be expected to self-quarantine in your apartment. You will also be asked to modify participation in services to limit exposure of the virus to the community.
* It is prohibited to gather in common areas such as the lobby and community rooms. *The only exceptions are for children’s programming that is hosted by a staff person*.
* First floor public bathrooms are closed. Please use your personal restrooms.
* Access to the property manager and staff will be limited as follows:
	+ You must contact the property manager via phone if assistance is needed. Manager email is : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Phone numbers are:Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Mgr Direct if no answer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Maintenance Emergency: Front Desk: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
	+ If your property manager is not responsive, please contact the Area Manager at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
	+ General work orders will be on hold. Emergency work orders will be treated as such, in a timely manner – see list of emergency work orders below.
	+ Please use the rent dropbox or online options for rent payment. Rent receipts will be sent to you upon processing.
	+ If you are up for lease renewal, a packet will be dropped off to your unit for completion with signature tags.
	+ If you are scheduled to move-out, please contact your property manager for further instruction.
* Our promise during this time:
	+ Extra effort with cleaning and sanitation will be given to common areas such as doors, laundry rooms, front desk and elevators on a twice daily basis by maintenance staff and our respective cleaning companies..
	+ Someone from Property Management will be available to speak with you during business hours and provide assistance.
	+ Given the evolving nature of the outbreak, we will carefully reassess the situation in the coming weeks and share updates as they become available.

We understand that you may be concerned or have questions about the steps we are taking to safeguard resident and staff wellbeing. Our management team is always available to help answer questions as best as possible.

Please continue to take precautions to stay healthy and safe. We encourage everyone to clean and disinfect their units, and to refer to the Centers for Disease Control’s recommendations around COVID-19 precautions - [www.CDC.gov](http://www.CDC.gov)

Thank you for your understanding and cooperation during this difficult time.

Stay Well,

Heartland Housing Management

**MAINTENANCE EMERGENCIES**

**Priority #1 – Immediate Response**

(Emergency or Safety)

* + Explosion or Fire/smell of gas
	+ Water Leaks (i.e. floods, roof leak, broken plumbing, toilets / urinal overflowing)
	+ Exposed faulty electrical fixtures or devices
	+ Power outage/Mechanical system failure on a whole building/wing/floor level/unit
	+ Faulty locking mechanism not allowing entrance or exit to an area
	+ Elevator entrapment
	+ Accessibility issues (i.e. lifts, toilets, and accessibility buttons)
	+ Removal of snow / ice conditions on stairs, walkways, etc.
	+ Pest control
	+ Hazardous clean ups (i.e. oil)
	+ Building heating system – more than 5°C (40) above the set point
	+ Room Temperatures – Winter < 15°C (59); Summer > 30°C (86)
	+ Abnormal operating noises in fans / pipes – severe in nature
	+ Damaged doors – kicked in and can’t be secured, door falling off hinges
	+ Broken glass
	+ Faulty lock mechanism not allowing area to be secured
	+ Loss of water

**Priority #2 – 48 Hour Response (High)**

* + Fire safety device malfunctions (i.e. missing or malfunctioning)
	+ Tripping hazards – large sections of carpet ripped up, elevator not leveling
	+ Clearing of ice from roof / eaves
	+ Fixtures in danger of falling & causing person injury (i.e. lights, roof)
	+ Bowing Ceiling tiles (i.e.: visibly damp)
	+ Toilets or urinals constantly flushing
	+ Room Temperatures –Winter = 15°C - 19°C (59-66); Summer = 26°C – 30°C (78-86)
	+ Abnormal operating noises in fans / pipes – moderate in nature
	+ Poor air quality in rooms
	+ These are examples of what could be a priority. However, some items may elicit
	+ immediate response to render a situation safe or secure or if not addressed lead to further damage and increased cost.