



EMERGENCY CHANGES FOR THE MANAGEMENT OFFICES

To protect the health and safety of residents, staff and the general public due to the recent concerns regarding the Coronavirus (COVID-19) at close of business March 16, 2020 until further notice, the Housing Authority of the City of East St. Louis (ESLHA) management offices will be **closed to the public**. Staff will be working but all contact should be by telephone and/or email.

Until further notice:

- **RENT PAYMENTS:** Place in the rent box located outside and/or the lobby of the management office where you reside. The rent receipts will be hand delivered and/or sent by first class mail to the resident. The resident may contact the office by telephone to confirm payment receipt. Late fees will be waived until further notice.
- **WORK ORDERS:** Residents shall continue to call in work orders as needed. Maintenance staff will continue to respond to emergency and routine work orders as needed. If a household member is experiencing any illness, please notify ESLHA at the time the work order is placed or as soon as the illness is detected. If a household member is ill, the work order will be scheduled at a later time. Staff will be wearing protective gear.
- **RE-EXAMS/INTERIMS:** Management will provide the re-examination/interim packets with instructions in writing to any impacted resident. You are required to return the packets with the required documentation to the rent box located outside and/or the lobby of the management office where the you reside. ESLHA Staff will confirm receipt in writing within 5 business days.
- **WEEKLY EXTERMINATION:** Weekly extermination will continue without interruption unless notified in writing by ESLHA Management or in the event a household member is experiencing any illness.
- **BUILDING MAINTENANCE:** Will be cleaned/sterilized daily.

If a household member is experiencing influenza (flu) and/or respiratory symptoms, or any illness, please notify the management office immediately prior to making any direct contact with ESLHA Staff.

If you have any questions, please contact the Management office immediately. Attached is a factsheet regarding the Coronavirus (COVID-19). ESLHA appreciates your patience and consideration during this time.

