Marlborough Community Development Authority

 250 Main Street, Marlborough MA 01752

# FAX (508) 460-3749 (508) 624-6908



March 19, 2020

***To:*  *All Residents and Clients of Marlborough Community Development***

 ***Authority***

***Re: Coronavirus (COVID-19) UPDATE***

Given the evolving, yet uncertain, nature of the coronavirus (COVID- 19) outbreak across the

Commonwealth, the MCDA is taking the following precautions to protect our residents and staff, effective immediately and until further notice:

 MCDA OFFICE NOW CLOSED TO THE PUBLIC!

The MCDA office remains open via phone and email! MCDA office hours are 8-4:30

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| --- | --- |
| Office Phone | (508) 624-6908 |
| Vonnie Morris | vmorris@marlborough-ma.gov |
| Jaime Varas | jvaras@marlborough-ma.gov |
| Krishonna Murray | kmurray@marlborough-ma.gov |
| Deborah Harris | dharris@marlborough-ma.gov |

Paperwork and rent checks can be put into the drop box located outside the front door of the MCDA office, or mailed to 250 Main Street, Marlborough, MA 01752.

* EMERGENCY WORK ORDERS ONLY!

Until further notice, MCDA Maintenance will ONLY be entering occupied units to complete emergency work orders, as categorized by the attached MCDA -Housing Authority List of

Emergencies. Regular work orders will NOT be completed at this time. Health status questions will be asked of residents prior to staff entering.

* COMMUNITY ROOMS ARE CLOSED

Community rooms are closed to all gatherings. Laundry facilities remain OPEN.

* Daily cleaning (6 days/week) by MCDA maintenance personnel continues to disinfect door handles, light switches, and other routinely-touched surfaces in building entryways, hallways, and laundry room facilities.
* Residents who experience a loss of income during this period should contact MCDA admin staff to discuss whether they require an interim rent adjustment
* All inspections and scheduled administrative appointments have been cancelled.
* All residents should practice Social Distancing by staying at least 6 feet away from others
* Residents are recommended to sanitize touchable areas in their units and wash their hands frequently. Try not to go out except for necessities. Make sure you have enough food and medications.

  If you become sick with flu-like symptoms, stay in your unit and contact your health care provider.

 If you have significant health issues, we urge you to self-isolate in your unit. Please be sure to share your phone number with your family and neighbors so that they can check in on you by phone. Please let us know if you have a neighbor you are concerned about!

This is a fluid situation and all residents are urged to follow the advice and precautions provided by medical professionals as well as federal, state, and local authorities. We must all remember to act with common sense and not out of fear, to be patient and not panic, and to do our part to protect ourselves and our community.

Finally, please be patient with us during this time! As a community, the MCDA is committed to the health and safety of its residents and its employees, but, like all of you, we are trying our best to navigate through this quickly evolving and unprecedented health crisis! Please be assured that any emergent matters will be dealt with expeditiously and our maintenance staff, as always, is available 24/7 for maintenance emergencies.

More information about COVID-19 is available on www.mass.gov\covidl 9. This memo can also be found on our website at www.marlborough-ma.zov/mcda

We will keep you all updated regarding any further mandates and changes to our operating procedures here at MCDA in the coming days and weeks.

Thank you all for your cooperation in this important safety matter. Stay healthy everyone! !

Best to you all,

Vö-n,nW

Vonnie Morris

Executive Director

-EQUAL HOUSING OPPORTUNITY-

# Maintenance Emergency Work Orders

Emergency work orders are defined as any issue that is a direct threat to the life and/or safety of a tenant or a situation which poses an immediate threat to the condition of MCDA property. Emergencies such as a fire should immediately be reported by calling 911.

Emergency work orders include but are not limited to.. fire, smoke, or emergency alarms, water related flooding, burst pipes, or other damages, electrical problems, power outages, or heat issues, elevator failures, lock outs, inability to secure unit entrance door, or other security issues.