

March 20, 2020

Dear BHA Residents:

As the COVID-19 situation continues to evolve, it is my highest priority that we protect the health and safety of our residents, and ensure that essential services continue as needed.

**Boston Housing Authority staff are working around the clock to make sure that our communities are prepared for the coming weeks.**

The BHA has already put in place a number of measures across the authority to increase cleaning protocols and practice social distancing to best protect you and your families. In addition:

1. BHA's public safety, maintenance and management staff all remain on site for essential services; offices and common areas at sites are closed to the public and only being utilized to provide essential services.
2. BHA will continue to respond to resident repair needs by priority; work orders should continue to be called into 617-988-4357.
3. BHA's central office staff at Chauncy Street are also working via email and phone. For information, see the BHA's website at [www.bostonhousing.org](http://www.bostonhousing.org).
4. There are free food sites set up throughout the city and we are working closely with the City of Boston to ensure that everyone is able to get needed food and medicines. Further information will be distributed and can be found at [www.boston.gov](http://www.boston.gov).
5. Call 311 to reach the City of Boston's Health Line if you have questions about the virus.

The most important thing for residents to do is to follow basic COVID-19 guidance: frequent hand-washing; avoiding touching your face; limiting visitors; cleaning high-touch surfaces frequently; and practicing social distancing. Social distancing means seriously limiting in-person contact with others, and when it is necessary to be in the same room, keeping six feet away from others. You can view updated information at [www.bphc.org](http://www.bphc.org).

If you have concerns or need information or assistance, please call your management office, and we will continue to do everything we can do to help. We will continue to update you as things progress. Take good care and thank you.

Sincerely,

Kate Bennett  
Administrator