Dear Residents,

The RRHA is closely monitoring the spread of COVID-19, commonly known as the coronavirus and making necessary preparations to keep Staff and Residents safe. In an effort to quarantine the spread of COVID-19, the newly outlined procedures are an additional preventative step we can take to protect our residents, staff and the Community.

**Effective 04/01/2020, in an effort to maintain social distancing, our Maintenance Team will only be completing EMERGENCY work orders only, until further notice.** Emergency work request would include, but not limited to the following:

- Broken exterior doors and windows
- Water leaks
- Electrical outage
- Toilet overflowing
- Inoperable toilet when there is only one in the home
- Refrigerator not working
- Lock Outs
- Fire

Please contact your Site Manager if you have questions whether your Maintenance Request is an Emergency. Residents are still encouraged to call in and report non-emergency work orders. They will be addressed at a later time.

For the protection of our teams as well as you and your loved ones, our service team will need to ask you a series of questions PRIOR TO entering your home in an effort to ensure their safety and yours:

1) Within the last 14 days, have you or anyone in your home traveled to a high-risk area for transmission of COVID-19?
   - Yes
   - No

2) Have you or anyone in your home had close contact with or been exposed to a person that has been self-quarantined with COVID-19 within the last 14 days?
   - Yes
   - No

3) Have you experienced any cold or flu-like symptoms in the last 14 days (to include fever, cough, sore throat, respiratory illness, difficulty breathing)?
   - Yes
   - No

Thank you for your patience and understanding as we continue to navigate COVID-19 (Coronavirus) together.

Evangeline Richie, CAM, PHM, GMC, AHM, REALTOR®
Vice-President of Housing