



COMMUNITY ROOTS HOUSING

November 16, 2020

Dear Resident:

This letter is to connect with you during these challenging times and keep you updated on changes to our operations and other important information.

Community Roots Housing (CRH) is following all government and King County Public Health guidance on coronavirus response. As a result of Governor Inslee's new statewide restrictions effective November 16th, 2020 to December 14th, 2020, "indoor gatherings with people outside the household are prohibited." Although addressing non-emergency work orders are not "social gatherings" to limit interactions as COVID-19 rates rise, we will unfortunately stop making non-emergency repairs until further notice.

Community Roots is committed to connecting you to resources and information to help you through this very challenging time. The following is a reminder or update on other important information:

- Open office and walk-in hours at CRH buildings are still postponed until further notice. Office staff at the 12th Avenue Arts building located at 1620 12th Avenue and Site Managers at all locations can still be reached by phone, email, and if needed by appointment; however, you can still drop off important packages, correspondence, and notices, as well as rent checks, at all locations.
- Again, all non-emergency repair work will be suspended until further notice. Only emergency repair work, which impact residents' health and safety, will be addressed by CRH's maintenance staff. **Please call 206-204-8777 and contact your Site Manager** for the following, but not limited to, emergency repairs: No heaters are working and it's less than 50 degrees outside, no hot water, no electricity, elevator or garage malfunction/inoperable, water leaks, clogged trash or recycle chutes, hazardous spills, if the building is unsecured or vandalized, etc.
- If you cannot unclog your toilet, sink or tub, please also call 206-204-8777.
- Please call 911 for criminal/suspicious activity, carbon monoxide presence, and safety hazards, such as a fire. Please call PSE at 888-225-5773 for gas leaks.
- Please carry your unit and building entrance key whenever you leave your apartment to avoid being locked out.
- Please do not loiter in the common areas, stairwells, or hallways to ensure social distancing guidance from health officials is followed. Please keep your apartment door closed at all times.

The City of Seattle and State announced a temporary ban on evictions for non-payment of rent extended to December 31, 2020, however you are still obligated to pay rent during the moratorium to avoid past due balances that can lead to eviction once the moratorium has been lifted.

We understand paying rent is a burden at this time and we strive to support residents in times of crisis. For information on rental assistance programs, please contact our Resident Services Team at 206-556-3335 or residentservices@communityrootshousing.org. You may also obtain information about the rights and obligations of tenants and landlords by contacting the Seattle Department of Construction and Inspection (DCI) at www.seattle.gov/sdci.

Please see also see below for a variety of other resources (this information is current as of 11/16/20):

UNEMPLOYMENT: If you have lost your job due to COVID-19, apply for benefits here: <https://esd.wa.gov/newsroom/covid-19>

FOOD RESOURCES:

- Seattle Public Schools (SPS): www.seattleschools.org/district/calendars/news/what_s_new/coronavirus_update/resources
- Free groceries or meals at SODO Community Market: www.northwestharvest.org/sodo-community-market
- If you are currently enrolled in City-supported child care and food assistance programs, you are eligible for \$800 in food vouchers.

UTILITIES: All SPU and SCL customers can set up deferred payment plans if their financial stability has been jeopardized by COVID-19: www.seattle.gov/humanservices/services-and-programs/affordability-and-livability/utility-discount-program

PERSONALIZED RESOURCE REFERRAL: Contact your CRH Resident Services Coordinator to receive personalized resources and referrals as it has been affected by COVID-19:

Azizza Mussa (Hazel Plaza, Helen V, Mary Ruth Manor):	206-503-4638
Derek Senior (412, Elizabeth James, Haines):	206-681-5553
Demontrice Bigham (Silvian, Holden Vista, Ponderosa, Union James):	206-471-1794
Ji Soo Kim (all other properties):	206-637-2364

SIGN UP FOR EMAIL RESOURCE UPDATES: residentservices@communityrootshousing.org

Please visit our website for timely updates on CRH: <http://www.communityrootshousing.org/>

We are committed to serving residents and will provide updates on CRH as needed.

Thank you.

Sincerely,

Community Roots Housing