



COMMUNITY ROOTS HOUSING

March 15, 2021

Dear Community Roots Housing Resident,

We recognize this last year has been very challenging for many of you. For some, teaching, working, and staying at home has been difficult while for others, going out to work has also had its challenges. For a healthy community to continue to thrive, it is important to adhere to house rules for the safety, wellness, and quality of life for all in the buildings. This letter is a friendly reminder to all about those house rules, related obligations, and resources in these tough times.

- **The City of Seattle and Washington State announced a temporary ban on evictions for non-payment of rent extended to March 31, 2021, 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. Evictions can still take place during the eviction bans if there is an immediate risk to health and safety of residents in the building.
- **We understand paying rent can be a burden and we strive to support residents in times of crisis. We are happy to work with you for payment plans and rental assistance.** If you would like to explore options and have not yet reached out, 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/sdcj.
- **Be courteous to your neighbors and keep your noise level to a minimum.** Some site managers have received a very high number of noise complaints recently.
- **Please continue to follow local public health officials' guidance on COVID-19 safety** including wearing masks, social distancing, limiting gatherings, and washing your hands. <https://www.kingcounty.gov/depts/health/covid-19.aspx>
- **Office staff at the 12th Avenue Arts building (1620 12th Avenue) and site managers at all locations can still be reached by phone, email, and if needed by appointment.** Open office and walk-in hours at buildings are still postponed until further notice. Also, you can still drop off important packages, correspondence, notices, and rent checks at all locations.
- **Please continue to submit all repair requests and we will address repairs that impact residents' health, safety, and those required by law as soon as possible.** All other repair requests are suspended until further notice. **Call 206-204-8777 and contact your site manager** for the following, but not limited to: no heaters are working, no hot water, no electricity, elevator or garage malfunction, water leaks, clogged trash or recycle chutes, hazardous spills, if the building is unsecured or vandalized, and other critical emergency repair requests.
 - You can also submit repair requests online: <https://communityrootshousing.org/current-residents/repair-request/>

- If you cannot unclog your toilet, sink, or tub, call 206-204-8777.
- Please call 911 for criminal/suspicious activity, carbon monoxide presence, and safety hazards, such as a fire. 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.**

General Resources

(current as of 3/11/2021)

Unemployment: If you have lost your job due to COVID-19, apply for benefits here:

<https://esd.wa.gov/newsroom/covid-19>

Food Resources:

- SNAP Basic Food Assistance: (877) 501-2233 or <https://www.dshs.wa.gov/esa/community-services-offices/basic-food>
- Seattle Public Schools Meal Distribution: https://www.seattleschools.org/resources/student_meals
- Meals on Wheels for Seniors: call 1(844) 348-5464

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 Resident Services Coordinator to receive personalized resources and referrals:

Azizza Mussa (Youth & Families Coordinator):	206-503-4638
Derek Senior (Senior & Older Adults Coordinator):	206-681-5553
Demontrice Bigham (Eviction Prevention & Adults Under 55):	206-471-1794
Ji Soo Kim (Resident Services Manager):	206-637-2364

Sign Up For Email Resource Updates:
residentservices@communityrootshousing.org

We are committed to serving residents and will provide updates on Community Roots as needed. Thank you.

Sincerely,

Community Roots Housing Management

Scan this QR code to go to our Current Residents page for more resources and a copy of this letter with live online links:

