



## COMMUNITY ROOTS HOUSING

July 13, 2021

Dear Resident,

This letter is an update to activities that have been impacted by COVID and other important information. We also recognize this last year has been very challenging with your work/life balance and other obstacles to overcome. While it's been a challenging year, please continue to be courteous to your neighbor and adhere to house rules for the safety, wellness, and quality of life for all in the buildings. Please take note of the following changes to activities/operations, 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 September 30, 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 have been given a rental assistance application for federal funds, please return it to your Site Manager as soon as possible.**
  - If you would like to explore other community resources and have not yet reached out, please contact our Resident Services Team at 206-556-3335 or [residentservices@communityrootshousing.org](mailto:residentservices@communityrootshousing.org)
  - You may also obtain information about the rights and obligations of tenants and landlords by contacting the following:  
<https://www.seattle.gov/housing/renters/know-the-law>
- **Please continue to follow the state health orders for COVID-19 safety** including wearing masks if unvaccinated: <https://www.kingcounty.gov/depts/health/covid-19.aspx>
- Following the reopening of Washington on June 30, 2021 and state COVID orders, Community Roots Housing is **reopening community rooms, starting apartment inspections, and addressing all repair requests as of JULY 26, 2021:**
  - CRH is requiring employees and residents to wear masks during apartment inspections, while repairs are being completed in apartments, and inside community rooms unless vaccinated
  - **Please continue to submit all repair requests as soon as possible.** You can also submit repair requests online:  
<https://communityrootshousing.org/current-residents/repair-request/>

- **Call 206-204-8777 and contact your site manager for maintenance emergencies including**, 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.
  - 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.
- **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.
- **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 correspondence, notices, and rent checks at all locations.
- **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. **Please keep your apartment door closed at all times.**

### Resident Services

**Personalized Resource Referral:** Contact your Resident Services Coordinator to receive personalized resources and referrals:

<b>Azizza Mussa</b> (Youth & Families Coordinator):	206-503-4638
<b>Demontrice Bigham</b> (Eviction Prevention & Adults Under 55):	206-471-1794
<b>Ji Soo Kim</b> (Resident Services Manager):	206-637-2364

**Sign Up For Email Resource Updates** by visiting <https://communityrootshousing.org/current-residents/community-news/>

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

Thank you,  
Community Roots 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:

