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March 13, 2020

TO: All Capitol Heights, Bay Ridge Apartments and Casa de Vilarrasa Residents

ANNOUNCEMENT REGARDING COVID-19

In light of the ever-changing COVID 19 situation, our office will be closed to the public beginning March 13, 2020 and for up to 2 weeks. We will make a determination before March 27, 2020, about any further closures. We will still be available by telephone during normal business hours.

Based on the guidelines from the State of California and the Center for Disease control, Benicia Housing Authority (BHA) is doing our part to help stop the spread of COVID-19, as well as other infectious diseases including influenza. Nearby counties are reporting that they are now seeing cases of COVID-19 that represent community spread. Between our Voucher programs, public housing, senior housing and other BHA managed properties, we have approximately 40% of households that include elderly or disabled high risk members. The steps we are taking will help protect their health and minimize the risk of spreading the illness in our communities.

Beginning today, most business will be conducted via email, telephone and mail. We will be prioritizing emergency and urgent work orders and postponing routine repairs, especially in a home with ill person(s).

Beginning this week, you should start to see the following:

Work Orders, Repairs, Inspections:

- When calling in or emailing about a work order, you will be asked if anyone is sick;
- Prior to entering a unit, the staff person will also ask if anyone is sick;
- If someone is ill or has been exposed to COVID-19 within the last 5 days, the work order will be rescheduled unless it is an emergency or urgent item. If staff will enter the unit, they will enter using personal protection equipment.
- Routine work orders will be postponed at least through March 31, 2020

Housing Choice Voucher/Capitol Heights/Bay Ridge/Casa de Vilarrasa:

- Regular interactions will be restricted to phone, or email
- Documents will be accepted via email, phone or local drop box;
- For Interim Changes, please download forms from our website at www.beniciahousingauthority.org and return via email, mail or drop box.

We did not take this decision lightly and recognize that this may cause some confusion to our participants and applicants. Please continue to check our website for updates.

For additional information, please visit the CDC's coronavirus disease information page at www.cdc.gov/coronavirus/2019-ncov/.

Thank you for your cooperation in this matter!

Benicia Housing Authority