

Dear Residents,

With the uncertainty and rapidly evolving world around us, we are committed to the safety and the welfare of our staff, residents and general public. We have issued this notice to provide guidance and actionable advice to navigate these challenging times.

If you are experiencing any of the following, please contact your primary care physician.

- Shortness of breath
- Fever
- Cough
- Fatigue more than normal
- Underlying health conditions such as:
 - i. Heart failure
 - ii. Diabetes
 - iii. Auto Immune Disease

If you have any of these symptoms, **PLEASE CONTACT YOUR PRIMARY CARE PHYSICIAN.**

Please also follow these safety guidelines:

- Practice good social distancing skills
- Please try to limit your contact with others
- Wear latex gloves when handling items when you venture outdoors, go shopping, etc.

Maintenance Staff will **ONLY** be completing Emergency and Health and Safety Work Orders. Prior to entering your unit, they will ask if anyone is sick or has been sick within the last 30 days. If so, your work order may not be completed at that time.

Effective Tuesday, March 24, 2020 the office will be closed to ALL VISITORS.

If you have any questions please contact the following staff by phone at 828-328-5373 and dial the extension number below.

Press 1 for Tyresha Parson	Property Operations Manager
Press 2 for Audrey Kenan	Occupancy Specialists
Press 3 for Susan Little	Multi-Family Supervisor
Press 3 for Chasity Houck	Multi-Family Specialist
Press 4 for Lavona Farr	YouthBuild Program Director
Press 5 for Josefina Cazares	FSS Coordinator
Press 6 for Diana Nguyen	Chief Financial Officer
Press 6 for Elizabeth Allen	Finance Assistant
Press 7 for James Scott	Inspector
Press 8 for Alanda Richardson	CEO

We will return your call within 24 hours.

If you have documents that needs to be given to staff you may:

1. Mail them in; or
2. Place in the drop box.

Please provide an updated phone number with all correspondence submitted.

If you have lost your employment due to the COVID-19 please contact the appropriate person so that your rent can be adjusted accordingly.

Please stay safe.

Best Regards

Alanda Richardson, CEO