March 25, 2020

Dear Resident:

Due to the outbreak of coronavirus (COVID-19), CTHC has made modifications to several of our operating procedures as required and recommended by regulatory agencies and other parties.

These changes include:

1. All occupied dwelling inspections (both housekeeping and annual) will be postponed until further notice.
2. Quarterly filter replacements and routine pest control will be postponed until further notice. Pest control for infestations such as roaches or bed bugs will continue to be done.
3. Maintenance work orders that are routine in nature or non-emergency will be delayed at this time, however, we ask that you please continue reporting repair calls to the office as they occur. Emergency work orders will be completed, as well as most electrical and plumbing calls that deal with health, safety and sanitation. We will ask screening questions if the work order is considered an emergency so our staff can prepare properly. This protects our residents and employees.
4. Upcoming resident re-certifications/lease renewals will be conducted in ways other than person to person contact, like telephone, email, mail or fax.
5. Residents need to pay rent by either mailing it, placing it in the drop box located at each office, paying online with a credit or debit card or by automatic draft. The form to authorize draft payment is on our web site. Call your Complex Manager if you need assistance. Rent due dates have not changed.
6. If residents have experienced a loss or decrease in income, please contact your Complex Manager immediately so we can work with you on how to handle your April rent payment.
7. All resident activities have been cancelled until we can are able to resume normal operations. This includes the VITA and AARP tax programs. All resident centers are closed. All common rooms in the high rises are closed.
8. We have posted flyers giving information on COVID-19 at all the high rises. Information is available on the CDC web site, [www.cdc.gov](http://www.cdc.gov), on our website at [www.cthc.org](http://www.cthc.org) and on our Facebook page, Central Texas Housing Consortium.

1. Residents are strongly encouraged to follow best practices to prevent illness:
   1. Hands- wash them often
   2. Elbow- cough into it
   3. Face- don’t touch it
   4. Feet- stay more than six feet apart
   5. Feel- sick? Stay home! Call your doctor’s office to ask for guidance. Do not just go to the clinic or emergency room unless advised to do so.
2. In the Declaration of Disaster issued by Bell County on March 23, 2020 it states “Because of the risk of the rapid spread of the virus, and the need to protect the most vulnerable members of the community, this Order requires all indivduals anywhere in Bell County to shelter-in-place – that is, stay at home – except for certain essential activities…” For further guidance on what is considered an essential activity, please read the notice. It is on the Bell County web site, [www.bellcountytx.com](http://www.bellcountytx.com). Look for Directive #3.

This is a constantly changing situation and we will continue to monitor information given to us by the Department of Housing and Urban Development, as well as the Center for Disease Control and Prevention and other regulatory agencies.

Thank you for your cooperation as we strive to ensure that all residents and CTHC staff stay safe and healthy. Contact your Complex Manager or Resident Services if you have any questions or concerns. We are here to help in any way we can.

Sincerely,

Barbara B. Bozon

Executive Director