



• 920 DeQueen Blvd • Port Arthur, Texas 77640 • 409.984.2600 • www.pahousing.org

March 19, 2020

ATTN: HCVP Landlords

As COVID-19 vastly progresses across Port Arthur and Jefferson County, we wanted to provide some information and updates as to what measures our agency is taking to play our part in the prevention spreading the virus as well as provide as much information as possible for you to equip yourselves as landlords. Our top priority is maintaining the safety and wellbeing of our clients, partners and residents.

PAHA Response:

- We will be following guidelines from the City of Port Arthur and keep you notified on updates as they come.
- Beginning March 20, 2020 PAHA will be closing its lobby until further notice and will be servicing clients face to face by appointment only. Our office is still open and you may contact us with any questions.

Recommendations:

- Based on the latest information from the CDC and City of Port Arthur we urge resident meetings and gatherings to be postponed until further notice. We also urge all to take elevated measures in sanitizing communal areas.
- If you have not already done so, we advise distributing health and safety information from the CDC to residents. A draft letter and link to documents are further below.
- We encourage you to consider extending rent forbearance during this crisis. A lot of residents are paycheck to paycheck, and with mandated work closures and quarantines, many residents will not receive a paycheck for a few weeks. We strongly advise working with your tenants to the greatest extent possible.

Health Guidelines:

- If someone suspects they've been infected, please refer them to their health care provider for their directives and follow the guidance of the Center for Disease Control and Prevention (CDC). Please inform us if one of our clients is impacted.
- If there is a health emergency, please dial 911. Please note that a suspected COVID-19 case is not cause to dial 911.



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Tenant Information Letter

To alleviate any tenant fear or anxiety across your property(s), we suggest emailing and printing and dropping off a hard copy of an information packet with the following contents:

Memo to residents:

Dear Tenant,

The safety and well-being of residents is our highest priority. We ask that all tenants help to prevent the spread of germs and infection.

The best way to protect yourself from COVID-19 is to avoid being exposed and take preventative measures as outlined by the Center for Disease Control and Prevention (CDC).

If you suspect that you or someone in your home has contracted the COVID-19 virus, we urge you to contact your healthcare provider for assistance and follow the guidance of the CDC.

Sincerely,

PROPERTY MANAGEMENT

To include in communication:

- [CDC Fact Sheets](#) (printable files included, print versions in English and Spanish)

If you have any questions, please don't hesitate to reach out to **[INSERT NAME & E-MAIL OF APPROPRIATE CONTACT FOR LANDLORDS]**. PAHA social networks on Facebook and Twitter (@housing_port) will be kept updated with information as well.

Sincerely,
Cele Quesada
Executive Director