March 19, 2020

Dear HACM Residents:

The Housing Authority of the City of Milwaukee (HACM) is committed to the health, safety, and well-being of our residents, employees, and community as we work together to stop the spread of the Coronavirus known as COVID-19. We want to share critical information with you, as well as temporary measures we are taking for your health and safety.

HACM is taking continuous guidance from local, state and federal public health officials. We share with you the following actions and updates to support their recommendations while maintaining operations:

Common areas
- Essential common areas, such as lobbies, elevators, and laundry rooms, will receive an enhanced level of disinfection.
- Non-essential common areas, such as community rooms, exercise rooms, computer rooms, will be closed until further notice. Please do not gather in groups at this time.

Reduced In-Person Contact
- In-person contact between staff, residents and the public will be reduced while continuing operations to the greatest extent feasible. Please initiate contact with your property manager by phone or email.
- We ask that all residents reduce visitors to their apartments unless they are providing essential care.

Work Orders and Maintenance
- HACM is prioritizing emergency work orders and pest control until further notice, and will respond to other requests as possible. Please follow the normal process of contacting your property manager to submit a work order. If you have an urgent maintenance need outside the hours of 8:00 am to 4:45 pm, please call the after-hours line at (414) 286-5100.

Rent Payments and Income Changes
- We understand many of you may face challenges in paying rent due to health issues or if you experience a decrease in income. Please contact your manager immediately if you have concerns about your rent.
- Unless other arrangements are made with your manager, rent will continue to be due on the first (1st) of the month. We are strongly encouraging that rent payments be sent by mail during this time.
Food Programs

- Senior lunch service run by the Milwaukee County Department on Aging at Convent Hill, Lapham Park, Arlington Court and College Court will continue, but meals will be packaged and diners should take them to their apartments to eat.
- The Hunger Task Force is continuing to operate its stockbox and Mobile Market food delivery programs at current HACM locations. Additional locations for emergency food pick up can be found at www.hungertaskforce.org or by calling 2-1-1.

In addition, we ask everyone to follow these current guidelines for protecting yourself and others:

- If you or your children feel sick, stay home. Contact your medical provider. If you do not have a primary physician, call the Milwaukee Health Department at 414-286-6800 or the Advocate Aurora 24-hour hotline at 866-443-2584.
- If you are an older person, stay home and away from other people.
- If you are a person with a serious underlying health condition that can put you at increased risk (for example, a condition that impairs your lung or heart function or weakens your immunity system), stay home and away from other people.
- Avoid social gatherings.
- Avoid eating or drinking at bars, restaurants, and food courts.
- Avoid travel, shopping trips, and social visits.
- Do not visit nursing homes or retirement or long-term care facilities unless to provide critical assistance.
- Work or engage in school from home whenever possible.
- Practice good hygiene:
  - Wash your hands, especially after touching any frequently used item or surface.
  - Avoid touching your face.
  - Sneeze or cough into a tissue, or the inside of your elbow.
  - Disinfect frequently used items and surfaces as much as possible.

To stay informed on the latest recommendations, use these resources:
Wisconsin Department of Health Services: https://www.dhs.wisconsin.gov/disease/covid-19.htm
Milwaukee Health Department: https://city.milwaukee.gov/Coronavirus | Hotline (414) 286-6800

We know the COVID-19 virus is causing great concern and want you to know that we share that concern. HACM is taking the situation very seriously and is closely monitoring developments. We will adjust our operations further as needed and will keep you informed of any additional changes we make to protect our residents, staff and community.

Respectfully,

[Signature]

Antonio M. Pérez
Secretary-Executive Director