



March 16, 2020

Information for SHA Residents: SHA office closures and public health directives

While Seattle Housing Authority property management and customer service centers are closed due to the COVID-19 pandemic, SHA remains fully committed to serving SHA residents.

SHA Contact Information

- You can contact your property management staff anytime. If you don't know how to reach them, phone numbers are posted on the property management office in each building. Or you can go to our website at seattlehousing.org and select "Contact us" then select "[Contact your property manager.](#)"

SHA Rent and Maintenance

Rent Payments and Income Changes

- Rent will continue to be due on the seventh of the month. Rent may be dropped off in a collection box at your property's office, where available. We are strongly encouraging rent payments be made online or via mail during this time. For further instructions, please visit seattlehousing.org/paying-rent.
- We understand many of you may face challenges in paying rent during these difficult times. Please contact your property manager right away if you are experiencing a decrease in income that may affect your ability to pay your rent.

Work Orders and Maintenance

- SHA is prioritizing emergency and urgent work orders 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 of the hours of 8:00 a.m. to 4:30 p.m., call the after-hours line at 206.443.4440.

Public Health Directives

In an effort to reverse the spread of COVID-19, officials have directed that public gatherings, restaurants and other public venues be cancelled and closed. People are asked to avoid any unnecessary contact with others. To protect SHA residents and the rest of our community, it is essential that you follow all directives and guidance from the following agencies

Public Health - Seattle & King County (<https://www.kingcounty.gov/depts/health.aspx>)

Phone: 206.477.3977

WA State Department of Health (<https://www.doh.wa.gov/emergencies/coronavirus>)

Phone: 1.800.525.0127, press #.