

March 25, 2020



## Information for SHA Residents: COVID-19-related operations

While Seattle Housing Authority property management and customer service centers are closed due to the COVID-19 pandemic, SHA remains 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, call 206.239.1589. You can also go to our website at [seattlehousing.org](http://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 each month. We are strongly encouraging rent payments be made online or via mail during this time. For further instructions, please visit [seattlehousing.org/paying-rent](http://seattlehousing.org/paying-rent). Or rent may be dropped off in a collection box at your property's office, where available, or 8 a.m. to 5 p.m. Monday-Friday in a collection box at our Central Office at 190 Queen Anne Ave N, Seattle.
- 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 only until further notice. Please follow the normal process of contacting your property manager to submit an emergency or urgent work order.

### Public Health Directives

To stop the spread of coronavirus it is critically important to avoid person-to-person contact and follow hygiene guidance in accordance with public health agencies and public officials. SHA strongly encourages all of our tenants, partners and stakeholders to stay current with this information by visiting these websites, and calling these agencies regarding any COVID-19-related concerns or questions.

**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 #.

SHA thanks you for your cooperation.