



SAN FRANCISCO HOUSING AUTHORITY

1815 EGBERT AVENUE, SAN FRANCISCO, CA 94124
MAIN LINE: (415)715-5200 TTY: (415)467-6754
WWW.SFHA.ORG

DELIVERED VIA U.S.P.S. MAIL

March 16, 2020

Dear SFHA Participant,

The U.S. President, California Governor and San Francisco Mayor have all declared a State of Emergency due to the Coronavirus 2019 (a.k.a. "COVID-19"). In response, the San Francisco Department of Public Health has issued measures for workplace and businesses to minimize exposure. The SFHA is implementing the Department of Public Health's recommendations effective immediately through April 3, 2020.

In order to meet your customer needs the San Francisco Housing Authority, like other City and County of San Francisco departments, has taken the following actions:

- 1) The SFHA will be open by appointment only.
 - a. All appointments must be made via e-mail at: customercare@sfha.org
- 2) All recertification packages due between the March 16, 2020 through April 3, 2020 will continue to be mailed to your household. Please continue to e-mail the completed packet back to customercare@sfha.org or mail to:

San Francisco Housing Authority
Attn: Housing Choice Voucher
1815 Egbert Avenue
San Francisco, California 94124

If any additional information is needed, you will be contacted by the San Francisco Housing Authority.

- 3) All inspections will be suspended until April 3, 2020.

In complying with the Department of Public Health's recommendations, it is anticipated that the San Francisco Housing Authority will operate with minimum staff. We ask that any requests that are not immediate needs, wait until after April 3, 2020.

We remind you to take everyday actions to stay healthy:

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

We thank you for being a valued partner and your continued participation in the Housing Choice Voucher Program as we work through this unprecedented emergency. Should you have any urgent questions that need to be answered, please e-mail customercare@sfha.org. Text COVID19SF to 888-777 for official updates.

Sincerely,



Tonia Lediju, PhD
SF Housing Authority Transition Lead
Acting Executive Director
Office of the Mayor