



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 Family,

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:
 - i. If you are a Sunnydale resident: Sunnydale@sfha.org
 - ii. If you are a Potrero Annex/Terrace resident: Potrero@sfha.org
 - iii. If you are a resident at 363 Noe, Randolph & Head, Great Highway, Noriega or San Jules: AMP985@sfha.org
- 2) All recertification packages due between the March 16, 2020 through April 3, 2020 will be mailed to your household via U.S.P.S.
 - a. Fill out your recertification package and drop it off or mail it to your property office:
 - i. Sunnydale Property Office:
 - o 1654 Sunnydale Avenue, SF CA 94134
 - ii. Potrero Annex/Terrace Property Office:
 - o 1095 Connecticut Street, SF CA 94124
 - iii. 363 Noe, Randolph & Head, Great Highway, Noriega or San Jules:
 - o 363 Noe, SF CA 94114
- 3) All rent payments can be dropped off in the drop box at your property office or the Administrative office or mailed to:
 - a. 1815 Egbert Avenue, San Francisco, CA 94124
 - i. Address to: SFHA Accounting and include the name of your Property, address and unit number
 - b. Sunnydale Property Office: 1654 Sunnydale Avenue, SF CA 94134
 - c. Potrero Annex/Terrace Property Office: 1095 Connecticut Street, SF CA 94107

- d. 363 Noe, Randolph & Head, Great Highway, Noriega or San Jules: 363 Noe, SF CA 94107
 - i. The San Francisco Housing Authority will provide a receipt of rent payment by mail within five (5) business days of receipt.

***Note:** If you MAIL your rent payment in, please include your address, e-mail address and/or phone number.*

- 4) Work orders and Housing Quality Standards (HQS) work can be submitted by calling 311
 - a. Emergency work orders will remain a priority.
 - b. Non-Emergency work orders will be addressed as staff capacity allows.

***Note:** Prior to any work being initiated inside a unit, an SFHA staff member will contact you to ensure that recommendations from the San Francisco Department of Public Health are being implemented. For example, you may be asked if anyone in your household is sick.*

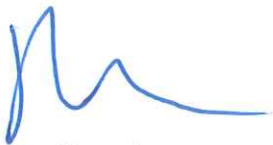
In complying with the Department of Public Health's recommendations, it is anticipated that the San Francisco Housing Authority will operate with minimum staff. We ask that any requests that are not immediate needs, wait until after April 3, 2020.

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 your continued participation in the Low Income Public Housing Program as we work through this unprecedented emergency. Should you have any urgent questions that need to be answered, please e-mail the appropriate e-mail address for your property (listed above) or call 415-715-5200. Text COVID19SF to 888-777 for official updates.

Sincerely,



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