

Dear Cook Inlet Housing Resident,

We hope this communication finds you doing well under the current circumstances. Our number one focus is on resident and staff safety and health. We truly appreciate your cooperation and understanding that things are not operating as normal.

Due to ongoing concerns about protecting residents and staff from potential exposure to COVID-19, Cook Inlet Housing is continuing to limit, cease, postpone and defer normal rental property functions as necessary.

We thought a **Frequently Asked Questions** format might help you better understand how these changes may affect you.

Anchorage Mayor Berkowitz issued a Hunker Down Executive Order that took effect Sunday, March 22, 2020 at 10:00pm. There is a possibility that governmental entities – either Federal, State or Local may issue additional mandates and guidance at any time that orders us all to “shelter in place” for a specific number of days. This may be the most extreme situation, but we want you to know that we have contingency plans and will respond to unit maintenance emergencies.

Please remember if you have a medical emergency, a fire or witness unlawful activities, your first call should always be to local law enforcement and local fire department – dial 911.

FREQUENTLY ASKED QUESTIONS:

I need something fixed in my apartment, what should I do? Who should I call? Please follow normal procedures for placing a work order. You should be aware that we are currently only servicing emergency work orders.

Can I have visitors? CIHA has not prohibited visitors, but please think of your vulnerable neighbors and follow best practices as set by the Centers for Disease Control (CDC) and don't have visitors come to your apartments unless it's essential to your wellbeing at this time. We are all being asked to sacrifice a little to protect the community.

Can I have food deliveries from restaurants and food delivery services like DoorDash? As long as delivery services are running you may use the

service. There may be additional restrictions in the future that change whether deliveries are allowed, but that is not the case at this time.

How can I stay informed about what Cook Inlet Housing is doing?

Cook Inlet Housing will post updates as frequently as possible on social media outlets, including the Cook Inlet Housing FaceBook page and the individual property private FaceBook pages. CIHA will also provide updates on our website www.cookinlethousing.org. Staff will continue to utilize the “robocall” messaging to your phones. As we are physically able we will also post notifications on Community Director’s office doors. We will also update property message monitors where those are available.

How do I pay my rent on April 1st? April payments should be put in the rent drop box. ACH payments will be processed as normal.

Do I need to pay my rent? Yes, you do need to pay your rent. You should drop your payment in the drop box at your property.

Can I still reach my Community Director if they aren’t in their office?

Right now you should follow your normal procedure of calling your Community Director’s direct phone line and leave a message. They will be checking their messages during regular business hours. After hours, remember to use the 793-3751 phone line.

Can I still do my laundry in a common laundry room? Yes, but please practice social distancing and wipe down all of the machines with disinfecting wipes.

What does Mayor Berkowitz’s “hunker down” Executive Order mean?

Hunker down is similar to shelter in place although it’s a little less restrictive. The Mayor has listed the types and functions of businesses in the Municipality of Anchorage that may remain open during the “hunker down” order. You should limit your time outside of your home and when you do need to go out, practice social distancing, hand washing or sanitizing, and covering coughs and sneezes. The order is meant to slow the spread of the virus so that we don’t overwhelm our hospitals and medical providers. The current Executive Order is from March 22, 2020 at 10:00pm until March 31, 2020 at 11:59pm.

What does shelter in place mean? This basically means stay in your apartment. You should only leave your apartment for essential activities.

Getting groceries, going to medical appointments, bringing a pet to the vet or picking up medications would all be essential. When you do leave your apartment you should practice social distancing, keeping 6 feet between yourself and other people. Make sure to wash your hands or use hand sanitizer often, especially after touching common hard surface areas like door handles. The fewer out-of-home activities that you can do, the better protected you will be against this virus.

What does shelter in place mean for you the resident? Please stay in your apartments as much as possible. Avoid grouping together in lobby spaces or a community laundry room. If you find yourself in a space with other people you should make sure to have 6 feet of distance between yourselves. During a shelter in place we are only able to respond to extreme property situations, those include fire, flood and/or blood. If we move to a shelter in place order and you need to reach CIHA staff, you should call 793-3751 and you will be contacted by someone from the Rental Properties team.

What does shelter in place mean for Cook Inlet Housing staff (your Community Directors, Maintenance and other staff)? Our staff will also shelter in their homes. The on call maintenance staff will do extreme work orders only. Please call 793-3751.

We know you will have additional questions and we are happy to provide answers if possible. Given the ever changing nature of this serious public health crisis and all of the unknowns we won't always have a definitive or quick answer. We are working to remain informed, nimble and responsive and we ask for your patience and understanding given these unique circumstances.