



March 16, 2020

Dear Windham and Windsor Housing Trust Residents,

With the health and wellbeing of our communities, residents and staff in mind, Windham and Windsor Housing Trust is taking the following proactive measures to do our part to reduce the spread of [COVID-19](#).

Beginning, Monday, March 16th, our office will be closed to the public and all communications with our residents, homeowners, applicants and the general public will be conducted via phone, US mail, and email. Any previously scheduled meetings with staff have now been postponed and staff will be in contact with individuals to reschedule as necessary. Residents will still be able to drop off their rent or other necessary paperwork via the locked drop box at our main office in Brattleboro or via US post.

Maintenance will be working in limited capacity during regular work hours. Please continue to call in work orders via the main office number at (802) 254-4604 during standard work hours; for your safety, the safety of staff and other residents we ask that you **do not** approach staff on property to communicate work orders. All non-emergency work orders will be addressed when standard business resumes. Attempts will be made to help address work order needs via phone call if appropriate.

24-hour emergency maintenance service is always available to our residents through our emergency maintenance line at (800) 942-3599; however, staff will only enter apartments in a true emergency situation. When our residents have a request for emergency maintenance, we are asking that they please let us know if they are ill and have any of the following symptoms so that our technicians can be prepared: fever, cough, or shortness of breath.

Although the office will be closed, the staff will continue to support the WWHT community. In order to efficiently reach your contact staff member, please refer to the [staff contact list](#) on our website (www.homemattershere.org).

All group classes and activities will be suspended until further notice and community rooms will be unavailable for use. This includes activities at our SASH site and Great River Terrace. For help locating community resources or additional information regarding COVID-19 precautions please utilize 211 from any phone.

Windham & Windsor Housing Trust
www.HomeMattersHere.org

68 BIRGE STREET
BRATTLEBORO, VT 05301
Ph/TTY (802) 254-4604 Fax (802) 254-4656



For those that may be homebound or at higher risk for contracting the COVID-19 virus please consider identifying a “buddy” to help support you if you become isolated. Food can be dropped at the door, phone check ins can help to identify other needs, and contact can help avoid feelings of being alone. In these unprecedented times it is important to come together as a community and support our neighbors as we can.

WWHT continues to monitor the COVID-19 virus. As the situation evolves, we will post updates on our [website](#), [Facebook page](#), and via email. We are regularly updating our procedures and protocols to promote the safety of our residents and staff. Staff are being advised to monitor their own health and to take extra precautions.

Please take the necessary steps to ensure your own continued health by focusing on hand washing, staying away from large group gatherings, and avoiding contact with those who have been sick. Current health recommendations suggest staying home as often as possible and only leaving for essential reason. For up-to-date information on the situation in Vermont, please visit [Vermont Department of Health](#)'s website.

We thank you for your understanding and cooperation as we continue to navigate this rapidly changing situation.

Sincerely,

Jeanine Rodriguez
Director of Asset & Property Management

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