

IMPORTANT MEMO FOR ALL RESIDENTS OF SALEM HOUSING AUTHORITY
PLEASE READ

April 2, 2020

Dear Residents of Salem Housing Authority,

I wanted to reach out to you all to update you on some important changes taking place at the SHA. Although the role out plan looks much different than we anticipated with the current state of affairs, SHA is excited to announce we have a new Property Management team of staff available in an effort to better serve our residents and provide an overall comprehensive service coordination experience for residents of the Salem Housing Authority. **Please read below for information on the location of your Property Manager's office and additional information on how we will carry out business during this time of national crisis due to the spread of Covid-19.**

SHA Property Managers

For residents of Rainbow Terrace-Alexandra Rodriguez will be your new point of contact and your Property Manager. Alexandra's office is located at 16 a Rainbow Terrace. The office has a waiting area and a counter for business once we are able to open offices back up to the public. For now, Alexandra can be reached at 978-744-4431 ext. 117. Please feel free to call Alexandra and/or email her with questions concerning your rent or any other matter related to your tenancy. Alexandra's email is arodriguez@salemha.org. Her office also has a drop box for documents outside the door. Feel free to drop off any documents that you need to get to her if you cannot scan or email them.

For residents of Pioneer Terrace, Leefort Terrace, Colonial Terrace, Ruane, Zisson, Barton, 122.5 Boston Street, 2 Hathorne Crescent, 121.5 Bridge Street and 73 Boston Street-Kim Oswald will be your new point of contact and your Property Manager. Kim's office is located at 1 Leefort Terrace and has a waiting area and a counter for business once we are able to open offices back up to the public. For now, Kim can be reached at 978-744-4431 ext. 118. Please call or email Kim with questions, Kim's email is koswald@salemha.org. Kim's office also has a drop box for documents just outside the door that you can leave all documents you need to give to her. When it is safe to open up to the public, Kim will also be offering additional office hour times at your buildings during specific times of the week. She will notify you when that is possible.

For residents of Bertram Terrace, Norton, Bates, Morency, Dalton, Garden Terrace, Phillips Manor, Park/Prince, Congress and Farrell Court-Massiel Garcia will be your new point of contact and your Property Manager. Massiel's office is also located at 1 Leefort Terrace. Please email Massiel at mgarcia@salemha.org or call her at 978-744-4431 ext. 106. Please feel free to use the drop box for any documents that you need to get to Massiel. When it is safe to open up to the public, Massiel will also be offering additional office hour times at your buildings during specific times of the week. She will notify you when that is possible.

For residents of Charter Street-Maureen Thomas, Director of Public Housing will be your point of contact. Maureen can be reached at 978-744-4431. Maureen's email is mthomas@salemha.org. Please email Maureen with any questions or needs you may have. Maureen is the supervisor for all Property Managers and the Director of Public Housing. A drop box is currently located outside of Charter Street,

which is the Salem Housing Authority main office for any/all documents or application drop offs. Any resident can utilize any drop box location mentioned above that is convenient for them. We hope these changes make a difference going forward in how we communicate and provide service to all our residents.

SHA Robo Call System

The housing authority is rolling out a new method for communication in an effort to be able to distribute information in a manner that is more expeditious. We have put into place a robo call system so that we can notify residents by development or in groups when we have important or urgent information to share. **It is detrimental that you complete the form in this packet so that we have your most recent form of telephone contact.** The phone number can be a landline or a cell phone. List the preferred method of contact where you will most likely get the message. Please return these forms as soon as possible to your Manager via email, drop box or us mail. The robo call messaging system will help everyone be able to receive important communication in their language.

Covid-19 Updates

I want you all to know that I am in regular communication with officials on the state, city and federal level and I am doing everything we can to continue to operate our business and keep staff and residents safe. Our Maintenance team is taking great strides to sanitize all high touch areas and respond to urgent work order needs. I want to strongly encourage all of you to continue to practice social distancing. I understand many folks are still congregating in common area spaces. I know this time is very difficult for everyone and staying isolated is a very difficult task, but it is for your safety and everyone's safety. Please do not congregate in public spaces. Please do your part to socially distance yourself to help prevent the spread of this disease. We have all been advised to act as if everyone is positive and socially distance ourselves to prevent the spread of this disease.

In partnership with many providers in the City, the housing authority is working to bring additional services to folks to help during this difficult time. You may have seen flyers for delivered meals for anyone that does not have a meal service plan, feel free to sign up for these meals if you need them. I am in process of organizing additional services in conjunction with members of the city provider network to help out however we can. Stay tuned for more information. You can also access services available in the City at this website-<https://www.salem.com/mayors-office/pages/salem-together>

There is information there about additional services, volunteers able to help and other programs you may be interested in. Please contact the housing authority if you have questions, concerns or needs. WE ARE IN THIS TOGETHER AND WE WILL GET THROUGH THIS TOGETHER. WE ARE HERE TO HELP HOWEVER WE CAN.

Warm Regards,

Cathy Hoog

Executive Director

SHA Resident Data Sheet for SHA Emergency Robo Call System

Resident Name: _____

Resident Address: _____

Best Phone Contact number to receive Robo call messages: _____

Is this a cell phone or land line? _____

Please list email address if you have one: _____

Any additional emergency contact information you would like to share with regard to receiving SHA robo call messages:
