

Good morning to all.

Your safety, health, and well being are the utmost importance to us. We understand that there are many concerns around the COVID -19 pandemic and we want to assure you that we are doing all we can to protect our residents and community to limit the spread of the virus.

In a continued effort to mitigate the impact of COVID-19 on our community and our employees we have and will continue to take be the following practices by continuing our aggressive cleaning/sanitizing touch points in community rooms, laundry, rooms, and common areas as well as send updates out as frequently as possible. We are all in this together.

The following precautions and changes to our normal business functions have been instituted for the immediate future.

- Community Room functions have been cancelled for two weeks. This will most likely be extended. Renters of the community rooms have been contacted and refunds will be given accordingly.
- Playgrounds have been closed per Township recommendation.
- We are asking that residents limit visitors into your units that do not reside with you.
- Main Office is closed to the public. Office staff is working remotely from home. Maintenance staff is on duty. Maintenance staff is screened every morning for any signs of illness.
- Work orders are being addressed as normal. TNHA staff will ask if anyone in the apartment is showing signs of being sick and then will address the work order accordingly.
- All scheduled inspections and reevaluations are cancelled until further notice. You will be contacted at a later date for rescheduling.
- Rent can be either mailed into 1810 Alberta Ave Neptune NJ 07753, or dropped off at the office and placed in the rent drop box by the front door.
- All court dates and evictions have been cancelled until further notice.
- Monmouth Ocean Pal and TNHA will be supplying food to the residents that have called the phone # provided on the flier starting tomorrow. There was an issue with the phone number provided and it has been taken care of. Please do not call the main office in reference to the food. If you have called the number on the flier and left our information food will be delivered to you. We have many deliveries to make so please be patient.
- Routine preventative Pest Control will be postponed until further notice.

**If you have lost your job or lost hours and are requesting an adjustment in your rent, Melissa asks that you do the following in order for her to process them accordingly,**

- 1. Hand write a letter or note requesting an adjustment. Include your name, address, employers name, and last day that you worked.**
- 2. Copy of your last pay stub, (Rent adjustments can not be processed without this).**
- 3. Paper from unemployment stating you have filed.**
- 4. When you receive paperwork from unemployment showing weekly benefit rate, please drop that off to the office immediately.**
- 5. All rent adjustments will be processed in order of receipt and will be completed once all paper work is in order.**
- 6. Please be patient in this process as we have a tremendous case load to manage.**

As discussed, we will continue to monitor the situation and will make changes as necessary to mitigate the threat to our community and our employees.

During this type of emergency, panic and fear can add unnecessary danger to an already complicated situation. As previously stated, TNHA will only be providing information approved by the CDC and the New Jersey Department of Health. We are in close contact with NTOEM and our Local Emergency Planning Committee daily to get the up to date information and share accordingly.

Please take the following common-sense actions recommended to protect yourself and your community from the spread of COVID-19:

- First and foremost, wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid close contact with people who are sick and keep a distance between yourself and other people, especially if COVID-19 is spreading in your community.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe. (Don't forget about high touch items like mobile and home phones, door handles, remote controls, steering wheels, light switches, etc.)

We ask that you reference the following websites for information and guidance on COVID19.

Tnha.org – We will post updates on our website as we get them.

CDC – [www.cdc.gov/COVID19](https://www.cdc.gov/COVID19)

NJDOH – <https://www.nj.gov/health/cd/topics/ncov.shtml>

Again, anyone needing any type of assistance please see us. Stay safe and Be Well.

Bart J. Cook, Esq. PHM – Executive Director