



March 16, 2020

Karen DuBois-Walton, Ph.D.
President

NOTICE OF TEMPORARY OFFICE CLOSURE – COVID-19

EFFECTIVE MONDAY MARCH 16, 2020

ATTENTION RESIDENTS:

Elm City Communities has been closely monitoring the Coronavirus (COVID-19) outbreak and continues to observe the Center for Disease Controls (CDC) recommendations. Our priority is the continued safety of our employees and our residents. Public health officials continue to advise that social distancing is the most effective strategy to prevent the spread of COVID-19.

If you are affected by the COVID-19 business closure, please go to the ECC Portal on our website and complete the COVID-19 Information Form for processing loss of wages/income.

For HCV Residents: All interviews and meetings will be held by phone or teleconferencing for briefings. We ask that all paperwork be mailed, faxed or emailed to appropriate housing staff. Walk-ins will be limited to dropping off information. *Emergencies, such as an immediate loss of housing, will be accommodated immediately.* Should you need to contact your Housing Specialist, please do so by calling (203) 498-8800 and dialing their extension.

For LIPH Residents: McConaughy Terrace and Westville Manor (295 Wilmot Road) will remain open. All other property management office locations will be closed to outside visitors including customer walk-ins until further notice.

Additionally, all routine work orders will be deferred for two weeks or until further notice so that staff may focus their efforts on keeping the property clean and sanitized as much as possible.

Should you need to contact us, please call your property management office at 203-498-8800 x1763 and one of our representatives will be in touch with you as soon as possible. For Emergency Work orders, please contact the work order department at 203-498-8800 x1763.

We appreciate your support and understanding of this decision.

Sincerely,

A handwritten signature in black ink, appearing to read "KDWa".

Elm City Communities/Housing Authority of the City of New Haven
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