

# ATTENTION



# RESIDENTS

In addition to information previously distributed related to our response to COVID-19 (coronavirus), please take note of GHA's temporary changes to some procedures & routine processes during our current situation. Issues surrounding this matter are rapidly changing and could be updated at any time:

- **All residents are strongly encouraged to limit visitors** to only those who are necessary to your health and well-being; all other visitors should be discouraged at this time. It is **recommended** all residents practice **social distancing** at this time.
- The **GHA office and all common areas are CLOSED UNTIL FURTHER NOTICE beginning Wednesday, March 18, 2020.**
- Call the **after-hours 405-359-2119** answering service phone line with any after-hours emergency maintenance requests
- **Please place your rent in the drop box at the entrances of the GHA Main Office or mail into GHA at 1524 E. Perkins Ave., Guthrie, OK 73044.** A receipt will be mailed to you in a timely manner once your rent is processed.
- ***All GHA residents are still expected to pay rent, however, because of the current disruption to daily activities for everyone, GHA is waiving late fees for the months of March and April 2020.***
- **If your health care provider confirms that you have contracted COVID-19, or if you are experiencing the symptoms related to the virus, we ask that you consider voluntarily notifying the GHA Office by phone quickly.** In keeping with HIPAA and other healthcare policies you are not required to do so, but we ask that for the safety of our residents and staff you make us aware of your diagnosis by calling our Staff.
- **Annual Lease Renewals/Interim Rent Re-Examinations** – GHA staff will be preparing a packet and post to each resident with the needed forms and detailed instructions. Then GHA needs you to return it with the paperwork filled out. All questions or if an interview is needed, should be done over the phone. Packets should be returned within 2 days to the drop box located at GHA's front entrance.
- **Inspections & Pest Control Spraying: ONLY Annual Inspections and Terminix sprayings** will be scheduled as normal. Maintenance has the option to cancel and reschedule if the client states any household member is sick or appears to be sick. All other inspections are on hold at this time.

*The health and safety of our residents is and will always be GHA's top priority!*