

# Keeping you and the community safe

## Our commitment to COVID-19 preparedness



We're all in this together, and we are here for you — our community of residents, clients, partners and team members. For the health and safety of all, we have adjusted our operations.



### Working Remotely

For the safety of the entire community, **our offices are closed to public entry**, but staff is working harder than ever to provide services. You can mail, email or use office drop boxes for all paperwork. Call your property manager with questions.



### Prioritize Emergency Maintenance

Emergency needs, such as **water leaks, plugged drains, loss of heating or hot water, or being locked out of your home** are our top priorities. Routine maintenance might be delayed as our teams focus on sanitizing public areas.



### How You Can Stay Safe

**Your personal safety is our top priority.** We can't eliminate your exposure to COVID-19, but you can reduce your risk. Assume those around you might be contagious and follow health guidelines at [www.larimer.org](http://www.larimer.org)



### Housing Choice Vouchers

Housing specialists will be working staggered shifts. In-person appointments will not be held until this emergency has passed. Please call or email your specialist about any updates to your household composition or income.



### Recertifications & Inspections

Housing Choice Voucher program participants who are recertifying will receive a self-addressed stamped return envelope to mail in their documents. We will be flexible for participants who experience delays in responding due to COVID-19. Inspections will only be conducted for move-ins. All annual inspections will be rescheduled.



### Community Rooms

All community and fitness rooms are closed until further notice. Laundry rooms remain open. This will help reduce the spread of the virus and allow staff to focus on cleaning and sanitizing spaces.





# Physical Distancing Saves Lives

We all need to do our part to stay safe. Please follow the “stay-at-home” order. This is for your health and the health of our community.

- 1** Stay in your home except for outdoor exercise and the most essential needs, such as healthcare or your job.
- 2** Minimize trips to public places, such as grocery stores or pharmacies.
- 3** Wash your hands often with soap and water for at least 20 seconds.
- 4** Don't touch your face with unwashed hands.

- 5** Avoid close contact with others. Stay at least 6 feet apart from other people.
- 6** Cover your mouth and nose with a tissue when you cough or sneeze. If a tissue isn't available, use the inside of your elbow.
- 7** Clean and disinfect frequently touched surfaces in your home every day: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks.



## Stay Informed

Stay current on all Villages and Housing Catalyst information. Please provide your email address to your property manager.



## Pay Your Rent Online

**Enroll in RentCafe** to easily pay rent online and have access to your rent ledgers. Visit RentCafe.com and choose *Login* at the top right side, then select *Resident Login*. Click on the link under the *Sign-in* button to register.



## 2020 Census: Shape Your Future

**April 15, 2020 is Census Day.** Respond to the census online, by phone, or by mail. If not returned by May, census workers will follow-up in person. There are only 10 questions, and your data is safe. Visit [2020census.gov](https://2020census.gov) today.



## Your Census Answers Matter

The Census determines how much money our community will receive for important services:

- Medicaid, hospitals and other healthcare
- Food assistance (SNAP) and other human services
- Emergency services
- Schools and education
- Employment programs
- Roads, bridges and transportation

