



NHA UPDATES

During this COVID-19 pandemic, the NHA would like to keep residents updated on what the agency is doing to be responsive to residents' needs.

In this packet, you will find 1. Plans that are in place should there be a positive case of COVID-19 at an NHA site 2. Helpful resources that residents can access during this pandemic 3. Information on rent and other office operations during COVID-19 and 4. An insert on ways to stay healthy while social distancing.

01

**SAFETY
PLANS**

02

**IMPORTANT
RESOURCES**

03

**NHA
INFO**

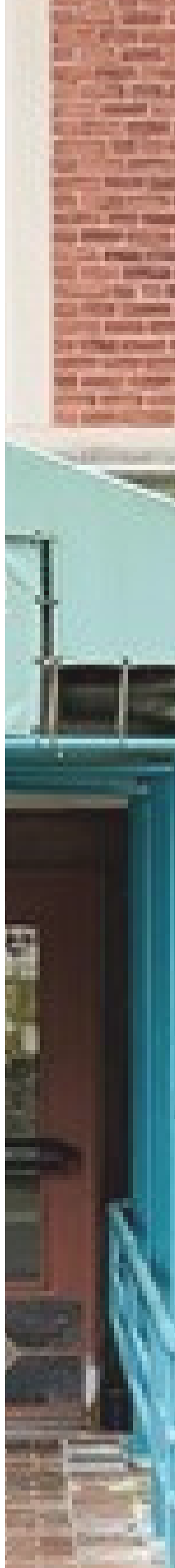
01

Safety Plans

The Newton Housing Authority is working closely with the Newton Health and Human Services Department to ensure that the NHA is being responsive to the safety needs of tenants during the COVID-19 crisis.

If there is a positive case of COVID-19 at a Newton Housing Authority property, the NHA will take the following steps:

- ▶ The Health and Human Services Department will confirm the positive case with the NHA and will provide case-specific advice to the NHA on how to protect the welfare of residents at the property.
- ▶ The NHA will inform every resident at the property by phone that there is a positive case at their location. Additionally, signs will be posted in common areas to alert tenants of the positive case on site.
- ▶ The NHA will advocate for on-site testing for residents at the property.
- ▶ The NHA will follow cleaning, containment and other recommendations that are given by the Health and Human Services Department and communicate those recommendations to residents at the property.



Important Resources

02

The Resident Services Department is still supporting residents through this COVID-19 crisis. Please take a moment to review some important resources that might be useful to you during this pandemic.

If you have questions about any of the resources listed in this packet, don't hesitate to call The Resident Services Department at: 781-486-3346.



Food Delivery

In coordination with the Centre Street Food Pantry and Newton Food Pantry, we are able to deliver pre-bagged groceries to home-bound NHA residents. These deliveries happen on Tuesdays and Wednesdays. To request a delivery, call: 781-486-3346



Newton COVID-19 Relief Fund

The Newton COVID-19 Care Fund will help families and individuals who have been financially impacted by this coronavirus pandemic. The funds cover basic needs including rent/mortgage, childcare, health care, and utilities by making direct payments to vendors. **Documentation of both the need and the change in income will be required.** For more information, you can reach out to the Resident Services Department at: 781-486-3346



Mental health support

If you are feeling overwhelmed, anxious, or need someone to talk to during this time, Samaritans runs a 24/7 warm-line. You can call or text: 877-870-4673.

If you want to schedule a therapeutic check-in session over the phone with Cipher Sun or Rebecca Camargo in the Resident Services Department, please call: 781-486-3346.

NHA Frequently asked questions

03

1

My income has changed due to COVID-19, what do I do?

Reach out to NHA immediately and inform the staff via voicemail message (617-552-5501), mail, or email that your income has changed. NHA staff can let you know what documents they will need to recalculate your rent. NHA is expediting re-calculations so that residents do not have to worry about falling behind.

If you are concerned about other expenses and are seeking financial assistance, you can call the Resident Services Department :781-486-3346

2

How do I pay my rent or turn in important paperwork now that the office closed?

NHA staff are still working full time and will be able to process your rent payment or submitted paperwork. Please mail your rental payment to: 82 Lincoln Street, Newton MA 02461. You can also slide rent payments and/or paperwork under the receptionist window at the main office (there is a box inside the office that will collect dropped off paperwork and rent payments). Finally, paperwork can be emailed to the staff member who you are working with. To request a staff member's email, leave a voicemail message on the NHA mainline (617-552-5501) and someone will get back to you with the information you need.

3

I have a court date coming up for non-payment of rent, do I still have to go?

The Newton District Court has postponed all non-emergency eviction cases until at least May 4, 2020. Please reach out to our finance department by leaving a message on the NHA main line (617-552-5501) to inquire about your case.