



NEWTON
COMMUNITY DEVELOPMENT
FOUNDATION

To: Residents of all the NCDF managed properties
From: Jeanne Strickland, Executive Director
Date: December 30, 2020
RE: Protocols to avoid exposure to COVID

As the number of COVID cases continues to increase here in the Commonwealth of MA, we are reinstating a few of the protocols put in place early on so as to avoid any unnecessary exposure and hopefully prevent any potential for spread of the virus within the NCDF managed properties.

Effective Thursday, December 31, 2020 NCDF maintenance staff members will again focus entirely on cleaning and disinfecting the common areas at all of the properties. **Routine work orders are being delayed until at least February 1st.** Maintenance staff will respond to EMERGENCY work orders (major leaks; toilet overflows; no heat or hot water; broken locks, windows or apartment doors; lock-outs; carbon monoxide and/or smoke detector sounding). As always, do not delay in calling 911 for any fire, medical or police emergencies.

While it is not mandated, it would be helpful to notify the Management or Resident Services office if you are self-isolating due to exposure to COVID so that we can take precaution in the event that there is a need to respond to a maintenance emergency in your apartment. Should staff have to enter your apartment to respond to an emergency, you will be asked if anybody residing in or visiting your apartment has been sick or exposed to someone who has tested positive for COVID in the past 2 weeks.

Of most importance, please wear a mask or face covering at all times when you are in the common area at your property.

NCDF administrative staff, including Property Managers and Resident Services staff will be working remotely from home and will also be in the office as needed. Office telephone lines are transferred to cell phones and the use of laptop computers has enabled us to maintain business as usual during this unprecedented health crisis. Residents are reminded to please call or email the management and/or resident services office for any matters needing discussion. Do not visit the offices.

All of us at NCDF have remained vigilant over the past 10 months and will continue to do so by adapting our practices as appropriate. We will keep you updated as needed and please be sure to do your part to avoid any potential for exposure.

On behalf of all of us at NCDF, [best wishes for good health & much happiness in the New Year!](#)

