



NEWTON
COMMUNITY DEVELOPMENT
FOUNDATION

To: Residents of all the NCDF managed Properties
From: Dina Troiani, Director of Property Management
Date: June 26, 2020
RE: Routine work orders

Beginning Monday, June 29th, NCDF will be addressing routine work orders **by appointment only** and as always, work order requests will need to be coordinated through the management office.

It is very important to all of us that precautions continue to be taken to keep staff and residents safe and therefore we ask that you please take time to read the important information noted below regarding NCDF's COVID-19 work order protocol:

- Work order request must be called in or emailed and we ask that you be specific as to exactly what needs attention.
- Property Managers will follow up and you will be asked if you or anyone in your household is or has been ill and if you or anyone in your household has a fever.
- Appointments will be scheduled within a 2 – 3-hour window of time and the timing will not be flexible.
- Maintenance staff members will wear gloves, protective eye wear, face masks and a clothing cover while working in apartments
- Residents will be required to wear a face covering and remain in another room or leave the apartment while work is being done.
- If a resident is not ready when maintenance staff arrives, resident must reschedule appointment with management office.

As always, if you have a maintenance emergency, please call 617-244-4035 X1 and you will be connected directly to an on-call staff member.

We appreciate your patience and cooperation during these challenging times and as we work together to stay safe and be well!

