




NEWTON
COMMUNITY DEVELOPMENT
FOUNDATION

To: Residents of all the NCDF managed properties
From: Jeanne Strickland, Executive Director 
Date: March 24, 2020
RE: Updates from NCDF

First and foremost, I hope this memo finds you well, remaining safe and sound as we continue to deal with the challenges associated with COVID-19. The impact of this pandemic is being felt by all of us and we are understandably all doing our best to navigate and manage during these extremely difficult circumstances.

Following Governor Baker's Stay at Home Order announced yesterday, NCDF administrative staff, including Property Managers and Resident Services staff will be working remotely from home. Office telephone lines have been transferred to staff's cell phones while laptops have enabled us to maintain business as usual during this most unusual time. Maintenance staff members are rotating coverage to clean and disinfect the common areas at all of the properties and responding to EMERGENCY work orders only. Routine work orders and unit inspections have been delayed until at least April 7th. Residents are asked to call or email the management or resident services office for any matters requiring discussion. Please contact NCDF's Resident Services if you have any concerns about how your basic needs can be met during this health crisis. For those of you not familiar with our Resident Services staff members, please contact NCDF's Director of Resident Services, Marissa Wheeler at 617-467-6069 or via email at mwheeler@ncdfinc.org.

While it is not mandated, it would be helpful to notify the management office if you are self-isolating due to exposure to COVID-19 so that we can communicate with the local and/or state health department should there be a need to respond to a maintenance emergency in your apartment.

Visitors are discouraged at Weeks House, Casselman House and at Warren House where we have expansive common areas and want to avoid the spread of germs. Of course, it is understood that family may be stopping by to deliver groceries/medication and Home Health Aides will continue visiting their clients at our Senior Properties but this does open the door for the spread of germs. That said, everybody is reminded to maintain protocol with regard to social distancing and please do not congregate in common areas.

As we're nearing April 1st, it is expected that residents will pay their rent in accordance with their lease agreements and that condominium owners will pay their condo fees as stated in the By-Laws. Collection of rent and condo fees in a timely manner is imperative as we rely on those to pay the numerous expenses associated with operating the property. That said, in the event you have been severely impacted financially by the COVID-19 outbreak, NCDF's Rent Collection Policy (refer to your Resident Handbook) addresses the issue of temporary financial difficulty for a resident who is unable to pay their entire amount of rent due by the first day of the month. The Trustees at one of the Condominium communities managed by NCDF recently initiated a similar temporary policy. If you would like to submit a request for a payment plan, please do so in writing to the attention of the Property Manager and be sure to note how much you propose to pay, on what dates and when you will satisfy your rental or condo fee obligations in full. Your request will be considered and once a mutually acceptable plan is agreed upon, an addendum will be drafted for your signature.

All of us at NCDF will remain vigilant regarding the evolving situation and will adapt our practices as appropriate. We will continue to keep you updated as needed and have posted information on our website at www.ncdfinc.org. This is also an ideal time for all of you to provide us with your email and telephone numbers so that we can insure our data base is up to date and can communicate as needed via email rather than delivering memos. Please email that information to info@ncdfinc.org or call the Management Office and provide it directly to your Property Manager.

From all of us at NCDF, stay safe and healthy during this particularly challenging time and please be assured that we're here if you need us!

