



NEWTON
COMMUNITY DEVELOPMENT
FOUNDATION

To: Residents of all the NCDF managed properties
From: Jeanne Strickland, Executive Director
Date: April 2, 2020
RE: Urgent, we need your contact information as we continue to cope with COVID-19

I hope this memo finds you well and doing all you can to safeguard against the spread of COVID-19. Life as we knew it changed dramatically over the past several weeks and it appears now that we're in for even more challenges in the month ahead! Please remember that we're all in this together and therefore it is extremely important that each and every one of us takes all the precautions necessary to protect ourselves, our family members, neighbors and staff.

This will be the last memo to be hand delivered to you for at least the next few weeks. Effective immediately, all notices and other pertinent information will be transmitted via email and through our One Call Now telephone messaging system. Now, more than ever, it is extremely important that we have up to date contact information for residents at all of the NCDF managed properties. Our Resident Services staff members began contacting residents this morning at the telephone numbers we have on file. If you have not yet received a call, please take time now to email us at info@ncdfinc.org and provide your name, address, best telephone number to reach you and an email address. If you do not have email, please call 617-244-4035 x226 and leave your name, address, and telephone number. For those of you who do not have email access, please consider providing us with the email address for a family member or friend who can relay the information to you. Information will be posted in the common areas at Weeks House, Warren House and Casselman House as well as on the bulletin board at Houghton Village. There are no common area bulletin boards at the smaller properties managed by NCDF and therefore residents of Boylston Street, The Homes at Auburndale Yard, High Rock Homes and Myrtle Village will have to rely on email and phone messaging. Updated information is always available on our website, www.ncdfinc.org.

NCDF administrative staff will continue to work remotely from home until at least May 4th. Property Managers will be in the office occasionally to pick up files and make bank deposits. Resident Services staff will continue to be on site from time to time making deliveries to residents from the Newton Food Pantry and soup deliveries from Johnny's Luncheonette. Maintenance staff members remain vigilant in cleaning and disinfecting the common areas at all of the properties and responding to EMERGENCY work orders. Routine work orders and unit inspections will now be delayed until at least May 4th. Live-in Property Caretakers are on-site performing their maintenance responsibilities and responding to emergency calls during the evenings and weekends. We're doing all we can to maintain business as usual under these extremely unusual circumstances.

Please continue to be mindful of the critical importance of maintaining social distancing. If you are in the common areas during or following a walk, going to the mailbox, doing laundry or riding in the elevator and you see a staff member or anybody else in the common area, please keep at least a 6-foot distance. Fortunately, we have not been notified that anybody residing in one of the NCDF managed properties has been diagnosed positive with COVID-19. If you are self-isolating due to exposure to COVID-19, you are not mandated to inform us but it would be helpful if you notify the management office 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.

Updated signs were posted yesterday at Weeks House, Casselman House and Warren House (where we have expansive common areas) asking visitors to refrain from entering the building except in the case of someone coming to care for or dropping off necessities to a resident. The basketball court at Houghton Village was closed this morning, play grounds at Warren House and Houghton Village were closed a few weeks ago. Sitting furniture was removed from the interior common areas and signs posted on the exterior furniture with social distancing reminders. Signs are posted throughout the properties reminding everybody of the precautions being taken.

We appreciate the patience and cooperation among everybody during this extremely difficult time in our lives and please do all you can to stay safe and be well.

