

December Resident Update

We hope that you all are having a safe and enjoyable end of fall and that everyone is finding creative ways to stay connected through these challenging times. Homes for Good is working hard to find ways to reconnect with our residents and make sure that your needs are being met while we continue under modified COVID-19 operations.

COVID-19 Updates

Governor Brown recently issued additional guidance for counties regarding required restrictions for specific levels of COVID-19 infections. Lane County is currently in the **Extreme Risk** category, which means that most restrictions put in place during the freeze will continue until we are at a level that brings us down to the "high risk" category.

- Homes for Good **offices and community rooms remain closed** during this time and staff can be reached by telephone as needed. Our main office number is (541) 682-3755.
- Maintenance staff are **only completing Urgent & Emergency work orders** during this time, please be patient with staff as they work to adhere to strict safety precautions while completing this work. Work requests can be called in to the Work Order Line at (541) 682-4010.
- CDC has issued guidance for **universal mask wearing** when outside of your home. Please continue to adhere to face covering requirements when in common areas in your building including outdoor spaces. If you need assistance obtaining a mask, contact Resident Services.
- Lane County Public Health completed over 70 COVID-19 tests at our properties last month and we were very excited to learn that we had **zero positive cases from these tests**. It is good to know our residents are taking precautions and staying safe!

Rent Moratorium & Payment Plans

The Oregon **Rent Moratorium is coming to an end** December 31, 2020 and we want to make sure everyone understands what that means for you. Please keep in mind that this may change if the moratorium is extended again as it was in the past:

- Starting January 1, 2021 **rent will be due as usual** and will be considered late if received after the 7th. Rent will no longer be able to be deferred at this point and late fees may apply.
- All outstanding rent owed from March 2020-December 2020 will be **due in full before March 31, 2021**. It is important that residents begin thinking about a plan for this repayment. Reach out to Resident Services if you need support in connecting to resources.
- Please be aware of current **delays when sending payment through the mail**. Payment can also be dropped off at our main office at 100 W 13th, or you can sign up for automatic payments if that is easier. Reach out to your Property Manager for information on payment arrangements.

Lane County Recycling Improvement Project

We are excited to be partnering with Lane County Waste Management as part of their Recycling Improvement Project. You may see project team members at your site inspecting waste enclosures and recording information about site recycling usage. In January, Resident Services staff will be visiting households to provide information about this program, free handy resources and answer questions you may have. We look forward to working with you and your community to improve recycling and reduce waste!

Join us for an upcoming meeting...

All Resident Meeting & Listening Session

January 14, 2021 4:00-6:00pm Zoom/Phone

Homes for Good management will be hosting an all Resident Meeting and Listening Session on January 14, 2021 to discuss the results of the Resident Survey, our COVID-19 response, changes to Community Rules and updates on the Energy Performance project, as well as an opportunity to hear from you about things that are important to you!

- Zoom link: <https://zoom.us/j/84292547833>
- Call in at 1669-900-6833 Meeting ID: 842 9254 7833
- Join Homes for Good management including Executive Director, Jacob Fox, Division Director, Wakan Alferes and Portfolio Manager, Andrea Bishop. Resident Services Manager, Emily Yates and other Property Management and on-site staff to discuss Homes for Good updates, COVID-19 response, Resident Survey feedback and other topics important to you.



Phone & Zoom Office Hours

Being that our offices are currently closed, we want to remind residents that Resident Services and Property Management staff are available by phone to assist you during business hours. In addition, staff has also set aside dedicated "office hours" each week via Zoom or by phone to help residents connect to needed services.

- **Property Managers** - Dedicated Phone office hours (Call your PM directly)
 - Every Wednesday from 2:00-4:00pm
- **Resident Services** - Zoom office hours
 - Link: <https://zoom.us/j/5247616066>
 - Call in at 16699009128 Zoom code: 5247616066
 - **Jose: Mondays 8:30-10:30am Allie: Fridays 10:00-12:00pm**

Resident Advisory Board (RAB) Meetings 2nd Thursday Monthly 11:30-1:30pm

The Resident Advisory Board is an opportunity for Homes for Good residents to provide feedback as Homes for Good develops policies and procedures. The opinions and input of these committee members are highly regarded and a necessary part of Agency planning. Your voice is important, please join us at an upcoming RAB meeting to learn more!

- RAB Zoom Link: <https://zoom.us/j/91499673608>
- Call in: 253 215 8782 Meeting ID: 914 9967 3608
- January 14, 2021 - Interested member introduction to RAB

If you are needing assistance connecting to a remote meeting, contact Resident Services

Resident Services has internet connected laptops that can be checked out to join one of the meetings listed above, connect to your telehealth needs or zoom with a family member. Staff can assist you in getting set up to use the tablet and understanding Zoom. Reserve a laptop for 1-3 hours by contacting Resident Services at (541) 682-2580.

ENERGY CONSERVATION PROJECT

Homes for Good is working to do our part in reducing our carbon footprint and ensuring our programs and systems are sustainable for years to come. We are excited to be wrapping up our Energy Performance upgrades at sites across our Public Housing portfolio and wanted to update residents on what was accomplished. Energy Performance Contracting has allowed us to bring in external funds to pay for energy conservation improvements that reduce the utility costs for the Agency and residents. Most sites received upgrades to lighting and water flow saving measures and some sites saw DHP installations, window replacements, irrigation wells and new solar arrays for electric and water. We know this project has impacted residents in various ways and we are working to make sure everyone knows how to use the new equipment and to make appropriate adjustments so all residents are able to continue enjoying amenities that are important to them.



Lighting – Existing lighting/lamps were replaced with high efficiency LED fixtures which use around 85% less energy than traditional bulbs and last much, much longer. Please be aware when replacing bulbs, Homes for Good staff will need to replace with a similar LED bulb.



Windows - Kitchen windows were replaced with new double pane windows to reduce energy loss and electricity costs.



Water - New water conservation measures cover the majority of existing water fixtures. This includes sinks aerators, low-flow toilets, and low-flow showerheads. The new equipment increases sustainability and reduces water consumption across sites. Please note that these features are not able to be removed and you will need to reach out to Property Management regarding any alterations.



Ductless Heat Pumps- Ductless heat pumps have been installed in units and common areas at several sites. These DHP units are highly efficient and provide heat to spaces for a fraction of the cost of other heat sources while providing air conditioning in warm summer months. The electric baseboard heaters and natural gas furnaces will remain in place in some rooms as a backup heating source.



Solar - Roof-mounted solar panel systems has been installed at Parkview Terrance and Lindeborg Place to provide renewable electrical power and reduce consumption of utility-provided power. A roof-mounted solar thermal power system was installed at Lindeborg Place. This technology takes sunlight and converts it into electricity to heat water which reduces the gas energy consumption used currently to heat the domestic hot water.



Irrigation Wells - Irrigation wells and new piping systems have been installed at McKenzie Village and Laurelwood Homes to provide irrigation water, which will ultimately reduce irrigation water usage and cost for these sites. These new irrigation well spigots will replace the city water outdoor spigots and will not be available from November through February of each year as required by the permit with the city.

Thank you for your patience and cooperation during this project!!

Resources for You

If you're having trouble coping, you're not alone.

The Safe + Strong Helpline is an emotional support and resource referral line that can assist anyone who is struggling and seeking support. Callers do not need to be in a crisis to contact this line.

Help is free and available 24/7. Language interpreters are available.

1-800-923-HELP (4357)



<https://www.safestrongoregon.org/>



WE RECYCLE

Download the WasteWise app, and find out what goes where!
Or visit www.lanecountyor.gov/wastewise



Why social gatherings increase your risk for COVID-19



For more information visit healthoregon.org/coronavirus or call 211



Vaccination gives us hope the pandemic will end

But in the meantime, we need to continue safety measures to keep the virus from spreading:

- Wear a mask
- Physically distance from others
- Wash your hands
- Avoid gatherings
- Stay home when you're sick

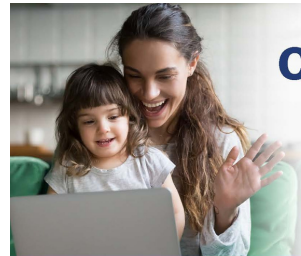


For more information visit healthoregon.org/coronavirus or call 211



Connect to the things you need most

Call 2-1-1 or visit 211info.org for resources



SAFER SHOPPING



AVOID GOING INTO STORES

Stay home if you are sick
Use online, delivery & pick-up options
If you are high risk have someone shop for you

SHOP OFF-PEAK HOURS & WEEKDAYS

PLAN AHEAD

Stores have limited occupancy - deliveries take longer than normal

KEEP UP GOOD HABITS

Masks, 6 feet of space, hand washing & sanitizing



December 2020 Free Cooking & Nutrition Classes with Food for Lane County

Mon. Dec. 14, 6-7 pm	Comedores Quisquillosos (Spanish/Español)	fflc.eventbrite.com/
Tues. Dec. 15, 10-11 am	Family Kitchen, Cooking with Kids	beav.es/ofu
Wed. Dec. 16, 4-5 pm	Meal Planning with a Food Box/Stretching a Food Budget	beav.es/ofn
Thurs. Dec. 17, 11-12 pm	Let's Talk About Food Waste	beav.es/ofw
Thurs. Dec. 17, 4-5 pm	Making Recipes Work For You	beav.es/of4
Fri. Dec. 18, 10-11 am	Take Two- Maximizing Leftovers	beav.es/ofh
Mon. Dec. 21, 3-4 pm	Intro to Batch Cooking	beav.es/of8
Mon. Dec 21, 4-5 pm	Drink to Your Health	beav.es/ofk