



March 16, 2020

Re: Coronavirus (COVID-19) Office Procedures

Dear Aurora Community and Residents,

The health, safety and overall wellbeing of our families and yours, is a priority. With this in mind, we have been monitoring the situation around COVID-19 (known as coronavirus). **There are no current confirmed cases of COVID-19 at any AHA sites,** but we are taking steps to reduce the spread of this virus.

Effective immediately through March 30, 2020, AHA staff will limit contact with residents, participants and third-party individuals. Face to face contact will not be facilitated. The following steps have been implemented in order to continue to provide services:

- Walk-ins or appointments will not be accepted
- Office hours will remain unchanged
- Forms will be available on the AHA website or can be emailed
- Documents should be submitted via drop boxes or scanned and emailed to designated AHA staff member
- Public Housing Work Orders can be called in, submitted via the AHA website or emailed to your property manager.
- Public Housing- Large gathering, Monthly Resident/Management meeting are cancelled

Be assured that we will do everything we can to continue making customer service a priority but all the while being mindful of personal health and safety of your families and friends. The AHA will continue to monitor this situation closely and provide updates regarding any changes.

Thank you in advance for your understanding in this matter

Sincerely,

Ralph Jordan
Executive Director

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