



Connecting people to homes, hope and opportunity. Jennifer Westerman, CEO

March 17, 2020

To All Housing Opportunities Residents,

With COVID-19 reaching pandemic status, Housing Opportunities of SW Washington is taking steps to ensure the safety and wellbeing of our residents and employees.

Effective Tuesday, March 17, 2020, the HOSWWA offices including property management offices, will be closed to the public until further notice. Clients that have appointments scheduled after this date should contact the property manager via email or phone to schedule a phone appointment to get their paperwork completed.

Visitors for social purposes, especially at our elderly properties are strongly discouraged. Based on information from the Center for Disease Control residents should limit their exposure to others who may be carriers of the virus but show no symptoms. Medically related visitors and caregivers may continue to visit but are encouraged to take precautions.

Routine maintenance work orders will be completed when the offices re-open to the public. If clients have an emergency work order, they should call or email their property manager and it will be handled appropriately. After hours emergencies will be handled as normal using the after-hours emergency call line at 360-636-9584

Emergency work orders include:

- No heat when outside temperature is 40 degrees or below.
- Any condition that jeopardizes the security of your unit (broken window, door, lock, etc).
- Major plumbing leaks or flooding.
- Clogged toilets when there is only one toilet in the unit.
- Natural gas leak.
- An electrical problem that could result in shock or fire.
- No hot water.
- Non-functioning refrigerator or stove.
- Other conditions that present the imminent possibility of injury.

All rent payments should be mailed or dropped off in the payment drop slot at the property or at the main office located at 820 11th Ave. Longview WA.



820 11th Avenue • Longview, WA 98632 • (360) 423-0140 • FAX (360) 425-9930
TDD (800) 833-6388 • www.hoswwa.org

Please be advised that maintenance staff will be cleaning and sanitizing common areas of the properties. We are encouraging all residents to take responsibility for themselves and their families just as we have advised our employees. Please practice “social distancing” and remain in your home if possible, to avoid coming into contact with the virus.

If additional measures need to be taken, we will notify residents. All clients are strongly encouraged to follow HOSWWA’s website and/or Facebook page for additional announcements. We encourage all our residents to follow any instruction issued by the Cowlitz County Public Health Department and the Center for Disease Control.

We appreciate your cooperation and understanding during this rapidly evolving situation we are facing.

Sincerely,

Katie Bonus
Director of Operations

