



JASA IS HERE FOR YOU

Dear JASA Tenant,

We hope this letter finds you in good health and spirits. JASA is deeply committed to supporting you during this extremely challenging time amid the COVID-19 health crisis.

New York State Executive Order to Wear Masks or Face Covering

Amid the ongoing COVID-19 pandemic, Governor Andrew M. Cuomo issued an Executive Order requiring all people in New York to wear a mask or a face covering when out in public and in situations where social distancing cannot be maintained, such as on public transportation. The Executive Order went into effect on Friday, April 17th. All JASA residents and visitors must comply with this Executive Order. Visitors who aren't wearing a mask or face covering will not be allowed to enter your building. We ask that all JASA residents inform their visitors of this requirement. We appreciate your cooperation.

Connection to Meals and Additional Services

Anyone who cannot go out, who cannot have someone bring them food, and who cannot afford to use private delivery options can sign up for emergency home delivered meals via www.NYC.gov/GetFood or by calling 311 or their service coordinator. The City is responsible for the content of the meals and the delivery schedule. Although JASA is not involved with selection or frequency of the meals, we are voluntarily assisting with the delivery of the meals to your apartment. We appreciate your patience during these challenging times.

Building Precautions

In our efforts to prevent the spread of the COVID-19 virus, we are currently cleaning and disinfecting frequently touched surfaces such as door knobs/levers, handrails, elevator buttons...etc., and we retained the services of a professional environmental services company to disinfect all common areas within your building. The disinfecting process utilizes state-of-the-art pressurizing fogging with a virucide that is both recommended and approved by the CDC and EPA to

eradicate the coronavirus. In addition to the application, they will run air exchangers to remove particles from the air. While the treatment itself is safe for residents and pets, we ask that you not open your doors while the company is disinfecting your hallway. If you have an emergency during the treatment time for your floor, you may still leave – just open your door and call attention to the technical team so that they can cease operations. Elevators will be treated one at a time and each will only be offline for no more than 5 to 10 minutes. You will still have full access to an elevator, though we ask that during treatment time for the lobby, you only leave during an emergency. We will notify you at least 48 hours in advance of the date and time of the disinfecting of your building.

HUD Brochure – Addressing Tenant Concerns During The COVID-19 National Emergency:

The COVID-19 emergency has had far-reaching impacts on many residents and providers of affordable housing. In response to the crisis, HUD's Office of Multifamily Housing (MFH) produced a rent brochure for multifamily housing communities that lists information for residents about rent payments. The HUD resource discusses steps residents can take in case of lost income during the COVID-19 national emergency, provides local contact information, and explains the eviction moratorium in the CARES Act. The Brochure is available online at the following address:

https://www.hud.gov/sites/dfiles/Housing/documents/MF_Tenant_Concerns_COVID-19_Brochure.pdf

Please call the Property Management Office if you would like a copy of the brochure placed in your mail box.

Homeland Security COVID-19 Fraud Strategic Targeted Outreach Program (S.T.O.P.)

Unfortunately, there are people in the world who attempt to, or successfully, take advantage of others during times of need. COVID-19 has created a time where many citizens and businesses in our communities are struggling and looking for guidance and assistance. The office of Homeland Security Investigations (HSI) has created an informational flyer for their Strategic Targeted Outreach Program (S.T.O.P.). The flyer includes information regarding red flags for online shopping, finance, and prohibited pharmaceutical and medical devices along with additional tips and information. The Flyer is available online at the following address:

<https://www.ice.gov/doclib/coronavirus/hsiStopCOVID19.pdf>

Please call the Property Management Office if you would like a copy of the flyer placed in your mail box. As a reminder, you should still report any perceived or actual fraud to your local law enforcement agency; however, you may also choose to report the fraud to the COVID19FRAUD@DHS.GOV email address as well.

Thank you for your help. We are a community here at JASA and it is important that we work together to protect our most vulnerable neighbors.

**Sincerely,
JASA Housing Management**

