Dear Windham and Windsor Housing Trust Community,

With the health and wellbeing of our communities, residents and staff in mind, Windham and Windsor Housing Trust is taking the following proactive measures to do our part to reduce the spread of COVID-19.

Beginning today, Monday, March 16th, our office will be closed to the public and all communications with our residents, homeowners, applicants and the general public will be conducted via phone and email. There will be limited staff in our main office in order to maintain the social distancing recommended by health officials.

Residents will still be able to drop off their rent via the locked drop box at our main office in Brattleboro or pay their rent via US post. **More detailed information about how WWHT will respond to maintenance requests and other resident concerns will be sent to residents via US post.**

All group classes and activities will be suspended until further notice. This includes activities at our SASH site and Great River Terrace as well as in
person Homebuyer Education classes. Registrants for our homebuyer education classes will be encouraged to sign up for our online education option.

Although the office will be closed, the staff will continue to support the WWHT community and programs. In order to efficiently reach your contact staff member, please refer to the staff contact list on our website. 24/7 emergency maintenance service is always available to our tenants through our emergency maintenance line at (800)942-3599. When our tenants have a request for maintenance, we are asking that they please let us know if they are ill and have any of the following symptoms so that our technicians can be prepared: fever, cough, or shortness of breath.

WWHT continues to monitor the COVID-19 virus. As the situation evolves, we will post updates on our website, Facebook page, and via email. We are regularly updating our procedures and protocols to insure our residents and staff are safe. Staff are being advised to monitor their own health and to take extra precautions.

Please take the necessary steps to ensure your own continued health by focusing on hand washing, staying away from large group gatherings, and avoiding contact with those who have been sick. For up-to-date information on the situation in Vermont, please visit Vermont Department of Health's website.

To read updates on the virus worldwide, please visit the World Health Organization's website.