

**Waterbury Housing Authority
2 Lakewood Road
Waterbury, CT 06704
(203)596-2640
(800)842-9710 or 711 (TDD/TT)**

In an effort to comply with the CDC guidelines of social distancing recommendations and to help prevent the spread of the COVID-19, **all Waterbury Housing Authority (WHA) offices will be closed to residents and the public effective 8:30 am on 3/19/2020, until further notice.**

WHA staff will be available by phone, email, fax and U.S. mail.

Drop boxes are available at all properties including the main office, located at 2 Lakewood Road. Drop boxes may be used for rent collection, recertification paperwork, and all other correspondences.

To avoid confusion, please note the following when using the drop boxes:

- IMPORTANT - PUT YOUR NAME ON EACH PAGE
- Include Phone Number and/or Email Address
- Put all papers in an enclosed envelope with your Caseworker's name on it, or Staple all pages together
- If you drop your rent payment (*Check or Money order only, NO CASH ACCEPTED*) a receipt can be sent to you upon request.

Maintenance: All non-emergency maintenance request will be deferred until further notice.

Emergency work orders will be performed within 24 hours.

When calling in a work order, please inform staff if anyone in the household is sick, has been in contact with anyone diagnosed with the flu or COVID-19 (Coronavirus), or recently traveled to areas of high prevalence of COVID-19 (Coronavirus) infection.

All property community rooms will be closed to social gatherings until further notice.

Extra cleaning and sanitizing of common areas will be performed routinely at all sites. WHA is highly recommending limiting visitors at the properties to family members, caregivers and food/medical delivery services.

Please refer to the following websites for more information:

- www.waterbury-ct.gov
- www.cdc.gov
- Call 2-1-1

The Housing Authority would like to ensure that our residents and staff remain healthy and safe at this time. WHA will continue to update all of our residents and the public as new information and additional guidance from the CDC and local health officials becomes available.

Thank you for your cooperation and understanding during this time. Extensions and email addresses are listed on our website www.wtbyha.com and also available by calling the main office (203)596-2640.

Respectfully,
Waterbury Housing Authority Staff