

March 18, 2020

Dear Resident:

This letter is to keep you updated on information related to how the coronavirus (COVID-19) has impacted your building and other important information. Capitol Hill Housing (CHH) is following all local, state, federal, and King County Public Health guidance on coronavirus response. CHH is committed to connecting you to resources and information to help you through this very challenging time.

The following is a list of important information and we will keep you updated:

- If a resident has been tested for the coronavirus, King County Public Health will not confirm tests results due to privacy regulations. King County's guidance is the coronavirus is "in the community" and it's important to follow the latest guidance. Please see the attached flyer for protective measures, with additional information available here:
 - <https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/protection.aspx>
- Open office and walk-in hours at CHH buildings are currently postponed until further notice. Office staff at the 12th Avenue Arts building located at 1620 12th Avenue and Site Managers can still be reached by phone, email, voicemail, and if needed, are available by appointment only. We are still receiving packages, important correspondence, and notices at all locations. Please continue to drop off your rent checks in the rent box at your building or at the 12th Avenue Arts location, if preferred.
- All non-emergency repair work will be suspended until further notice. Only emergency repair work, which impact residents' health and safety, shall continue to be performed by CHH's maintenance staff until further notice. **Please call 206-204-8777 and contact your Site Manager** for the following, but not limited to, emergency repairs: No heaters are working and it's less than 50 degrees outside, no hot water, no electricity, elevator or garage malfunction/inoperable, water leaks, clogged trash or recycle chutes, hazardous spills, if the building is unsecured or vandalized, etc.
- If you cannot unclog your toilet, sink or tub, please also call 206-204-8777.
- Please call 911 for criminal/suspicious activity, carbon monoxide presence, and safety hazards, such as a fire. Please call PSE at 888-225-5773 for gas leaks.
- Please carry your unit and building entrance key whenever you leave your apartment to avoid being locked out.
- Please do not loiter in the common areas, stairwells, or hallways to ensure social distancing guidance from health officials is followed. Please keep your apartment door closed at all times.

Announced on March 14, 2020, Mayor Durkan passed a temporary moratorium on evictions in the City of Seattle for 30 days. It's important that you continue to pay rent during the moratorium to

avoid past due balances that can lead to eviction once the moratorium has been lifted, however. Please see attached for an FAQ for more information.

We understand paying rent is a burden at this time and we strive to support residents so that you can continue to thrive even in times of crisis. For information on rental assistance programs, please contact our Resident Services Team at 206-556-3335 or residentservices@capitolhillhousing.org or to Byrd Bard Place via their website at byrdbarrplace.org. You may also obtain information about the rights and obligations of tenants and landlords by contacting the Seattle Department of Construction and Inspection (DCI) at www.seattle.gov/sdci.

Please see also see below for a variety of other resources (this information is current as of 3/17/20):

UNEMPLOYMENT: If you have lost your job due to COVID-19, apply for benefits here: <https://esd.wa.gov/newsroom/covid-19>

FOOD RESOURCES: Some schools will be feeding all Seattle Public Schools (SPS) students Monday through Friday, 11 a.m. -1 p.m., for the duration of the school closure. Visit:

- SPS: www.seattleschools.org/district/calendars/news/what_s_new/coronavirus_update/resources
- Free groceries or meals at SODO Community Market: www.northwestharvest.org/sodo-community-market

If you are currently enrolled in City-supported child care and food assistance programs, you are eligible for \$800 in food vouchers.

UTILITIES: All SPU and SCL customers can set up deferred payment plans if their financial stability has been jeopardized by COVID-19. Utility service will stay on as their deferred payment plans are developed and implemented. Visit: www.seattle.gov/humanservices/services-and-programs/affordability-and-livability/utility-discount-program

PERSONALIZED RESOURCE REFERRAL: Contact your CHH Resident Services Coordinator to receive personalized resources and referrals as it has been affected by COVID-19:

Azizza Mussa (Hazel Plaza, Helen V, Mary Ruth Manor):	206-503-4638
Derek Senior (412, Elizabeth James, Haines):	206-681-5553
Demontrice Bigham (Silvian, Holden Vista, Ponderosa, Union James):	206-471-1794
Ji Soo Kim (all other properties):	206-637-2364

SIGN UP FOR EMAIL RESOURCE UPDATES: residentservices@capitolhillhousing.org

Please visit our website for timely updates on CHH: <http://www.capitolhillhousing.org/>

We are committed to serving residents and will provide updates on CHH as needed.

Thank you.

Sincerely,

Capitol Hill Housing

What to do if you have confirmed or suspected coronavirus disease (COVID-19)

If you are sick and have been diagnosed with COVID-19 or suspected to have COVID-19 because you have been exposed to someone with COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Symptoms of COVID-19

The most common symptoms of COVID-19 are fever, cough and shortness of breath. If you have been exposed to someone with laboratory confirmed COVID-19 and are experiencing fever with either cough or shortness of breath, you might have COVID-19. You can contact your doctor to see if you need to be tested. If you have tested positive for COVID-19 or are suspected to have COVID-19 but are not tested, you should follow the below instructions.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: You should restrict contact with pets and other animals while sick. When possible, have another member of your household care for your animals while you are sick; if you must care for your pet, wash your hands before and after you interact with pets and wear a facemask. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not be in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately clean your hands as described below.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water is preferred if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 ([Washington Relay](#)) or email civil.rights@doh.wa.gov.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean all “high-touch” surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Before seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider’s office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department to discuss your situation.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or may have COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

For individuals with symptoms who are confirmed or suspected cases of COVID-19 and are directed to care for themselves at home, discontinue home isolation under the following conditions:

- If you had a fever, 3 days after the fever is gone without use of fever-reducing medications AND you see an improvement in your initial symptoms (e.g. cough, shortness of breath);
- If you did not have a fever, 3 days after you see an improvement in your initial symptoms (e.g. cough, shortness of breath);

OR

- 7 days after symptom onset,
- whichever is longer.

Additional information for your household members, intimate partners, and caregivers is available at:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 ([Washington Relay](#)) or email civil.rights@doh.wa.gov.

FAQs for COVID-19 Temporary Moratorium on Residential Evictions

In response to the COVID-19 crisis, Mayor Jenny Durkan issued an emergency order on March 14, 2020 that places a temporary moratorium on residential evictions for non-payment of rent. The order goes into effect **immediately**. It will continue for 30 days or until the civil emergency ends, whichever is sooner. It may be extended beyond 30 days if the Mayor deems it necessary.

Here is what landlords and tenants need to know:

For Landlords

What if my tenant does not pay the rent?

Tenants are expected to pay rent. However, if a tenant is not able to pay rent, the landlord may issue a billing statement or letter to the tenant documenting the rent due. Landlords and tenants are encouraged to work out reasonable payment plans if possible. At the end of the moratorium, the landlord may issue a 14-day notice for any rent balance that remains unpaid but may not charge fees for late or partial payments made during the moratorium.

If I choose to send a billing statement to a tenant owing rent during the temporary moratorium, what do I need to know?

Because this is *not* a termination notice, the letter or statement must not threaten eviction (do not use pay or vacate language) and is not required to have the tenant rights language under SMC 22.206.180(K). If the rent remains unpaid at the end of the moratorium, you may then issue a 14-day notice for unpaid rent.

Can I issue eviction notices for violations of the rental agreement other than non-payment of rent?

Yes. There is nothing in this emergency order that prevents a landlord from issuing notices for violations of the rental agreement other than for the non-payment of rent.

What if I already issued a 14-Day Notice to Pay or Vacate?

The order states that landlords must not act on existing notices for the non-payment of rent until the end of the temporary moratorium.

What if I have a pending eviction action?

For pending evictions, the emergency order states the courts may grant a continuance on an eviction hearing to be scheduled after the moratorium ends and allows the tenant to raise the moratorium as a defense to an eviction proceeding for the non-payment of rent.

For Tenants

Do I still have to pay my rent during the moratorium?

Yes, tenants still have an obligation to pay their rent. If you don't pay, balances will continue to get larger and you may get a notice to pay or vacate if you still owe rent after the moratorium ends. Your landlord cannot charge any fees for late or partial payments during the moratorium.

Are there resources available for individuals who have been impacted by COVID-19?

If you are affected by COVID-19, [Washington State Employment Security](#) has programs that may be able to help. The State adopted a series of emergency rules to relieve the burden of temporary layoffs, isolation and quarantine for workers and businesses. This [easy-to-read comparison guide](#) lists some of the most common scenarios that may occur and benefits that may apply. The City will continue to update the list of local, state, federal or private resources available for individuals impacted by COVID-19.

What do I do if I receive an eviction notice for the non-payment of rent during the moratorium?

Tenants who receive an eviction notice for not paying rent during the temporary moratorium should [go online to submit a complaint](#) (See '+ Create New' and select 'Complaints'). You may also contact the Renting in Seattle helpline at 206-684-5700. Wait times on the phone line may be longer than usual.

Can I be evicted if I violated my rental agreement during the moratorium?

Yes. The temporary moratorium only applies to evictions for the non-payment of rent. The emergency order does not apply to other types of terminations or eviction notices.

What can I do if the landlord started my eviction case before the moratorium?

Tenants can raise the moratorium as a defense in court to the eviction action that is based only on the non-payment of rent and courts may grant a continuance on an eviction hearing to occur after the moratorium.