



COVID-19 Update 04 – March 24th

What if I have an emergency maintenance request?

If you are experiencing a maintenance emergency during office hours, please contact the Maintenance Coordinator (stacey@housingcambridge.com or 519-650-5599 ext 222). If this emergency is outside of regular business hours, you may contact the After-Hours service (519-650-4759) and On-Call staff will get back to you in a timely manner.

What if I have a maintenance request?

To minimize the risk of spreading the virus, we will only be addressing **emergency maintenance requests**. If you are experiencing a maintenance emergency during regular office hours, please contact the Maintenance Coordinator stacey@housingcambridge.com or 519-650-5599 ext 222 (please note requests will be addressed on an emergency priority basis). All non-emergency requests will not be addressed at this time. If this emergency is outside of regular business hours, you may contact the After-Hours service (519-650-4759) and On-Call staff will get back to you in a timely manner.

ENTRY

From time to time, we or our maintenance contractors may have to enter your unit. Contractors will be hard to find and schedule, so we are asking that you be flexible to allow entry for repairs even if the written notice is not accurate. We can work out a protocol for entry and maintenance. For instance, anyone entering would wear gloves, a mask and sanitize their hands prior to entering. Only one person would enter the unit at any time and proper distance would be maintained. We will do our best to respect your available hours, even if we have rights to enter at other times.

SHARED AREAS

There are shared areas within our housing sites including the common rooms, laundry rooms, back yards and playgrounds. Let us be clear - **During the COVID-19 outbreak, children must not use playground equipment.** As stated previously, no gatherings are to take place in common rooms. With regard to other shared areas, we

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need to insist that you practice physical distancing and cooperate with scheduling of these areas. We may find it necessary to ask that different tenants use these facilities at different times or on different days. If this becomes necessary, we will notify you.

For the laundry room, please thoroughly clean all areas around your machine with a disinfectant cleaning solution, making an effort to wipe down every area you have touched, including door handles etc.

Here are three ways to clean affected areas:

Bleach

The Centers for Disease Control and Prevention recommends a diluted bleach solution ($\frac{1}{3}$ cup bleach per 1 gallon of water or 4 teaspoons bleach per 1 quart of water) for virus disinfection. Wear gloves while using bleach, and never mix it with ammonia or anything except water. (The only exception is when doing laundry with detergent.) Once mixed, don't keep the solution for longer than a day because bleach will degrade certain plastic containers.

Always clean the surface with water and detergent first, since many materials can react with bleach and deactivate it. Bleach can corrode metal over time, so do not get into the habit of cleaning faucets and stainless steel products with it. Because bleach is harsh for many countertops as well, you should rinse surfaces with water after disinfecting to prevent discoloration or damage to the surface.

Isopropyl Alcohol

Alcohol solutions with at least 70 percent alcohol are effective against coronavirus on hard surfaces. First, clean the surface with water and detergent. Apply the alcohol solution (do not dilute it) and let it sit on the surface for at least 30 seconds to disinfect. Alcohol is generally safe for all surfaces.

Hydrogen Peroxide

According to the CDC, household (3 percent) hydrogen peroxide is effective in deactivating rhinovirus, the virus that causes the common cold, within 6 to 8 minutes of exposure. Rhinovirus is more difficult to destroy than coronaviruses, so hydrogen peroxide should be able to break down coronavirus in less time. Pour it undiluted into a spray bottle and spray it on the surface to be cleaned, but let it sit on the surface for at least 1 minute.

Hydrogen peroxide is not corrosive, so it's okay to use it on metal surfaces. But similar to bleach, it can discolor fabrics if you accidentally get in on your clothes. You can pour it on the area and you don't have to wipe it off because it essentially decomposes into oxygen and water.

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