



Update on COVID-19 (Corona) Precautions— Memo #5

Dear PGSC Residents:

As you may have heard by now, the Illinois Governor, J.B. Pritzker has extended the “Shelter in Place” order through April 30th. We ask you to do your part in safeguarding the health and well-being of our community by following the protocols recommended by the Center for Disease Control, and the Chicago and Illinois Departments of Health, which includes the “Shelter in Place” order issued by the Illinois Governor, J. B. Pritzker. Please know that we will continue to put the safety of our residents and staff first.

Latest PGSC Campus Updates:

SOCIAL DISTANCING

For the mutual safety and protection of our residents and staff we ask that you limit yourself as follows:

- **Elevators:** There should be no more than **two** people per elevator car. When riding the elevator please stand as far apart as possible. In addition, when waiting for the elevators, please be sure to maintain at least a six-foot distance between you and other people.
- **Laundry Rooms:** There should be no more than **six** people in the laundry room at a time. When you are in the laundry room, please stay at least six feet away from other people. If possible, start your load and return to your apartment until it is done.
- **Activity Spaces:** All activity spaces across the PGSC Campus will continue to remain closed at this time.

PACKAGE DELIVERIES

- **United States Postal Service (“USPS”):** USPS is obligated to call you through the bell system to inform you that you have a package. Once you have been notified you will need to go to the postal room of your building to retrieve your package. If you are having issues with your package deliveries you can contact USPS at www.usps.com or 773-924-6658. Please make sure your apartment number is correct on all mail; USPS will not deliver if your information is incorrect.
- **United Parcel Service (“UPS”):** UPS is obligated to deliver packages to your door. If you are having trouble receiving packages you can get support on their website at www.ups.com or by calling their customer service at 888-742-5877.

- **Amazon:** Amazon is obligated to deliver packages to your door. If you are having trouble receiving packages you can get support on their website at www.Amazon.com.
- **FedEx:** FedEx is obligated to deliver packages to your door. If you are having trouble receiving packages you can get support on their website at www.fedex.com or by calling their customer service at 800-463-3339.

FIRE PREVENTION

- **Smoke-Free Campus**
As a reminder, we are a smoke-free campus. Smoking inside any of our buildings, especially inside of units, is prohibited. Violating this rule is a fire hazard and puts your household and neighbors in danger.
- **Unattended Cooking**
Please do not leave stoves and ovens unattended while on. You should never leave your unit or go to sleep while you are cooking. Additionally, always make sure your stove and oven is clear of debris and grease before operating.

CONTACTING US DURING THE “SHELTER IN PLACE” ORDER

- **Maintenance Emergency Service Requests:** Our Maintenance Team will continue to only respond to Emergency Service Requests. Please contact the after-hours maintenance emergency number at 773.451.2783 for Emergency Service Requests. Please be advised, if Maintenance has to enter your apartment, they will be wearing a mask and rubber gloves for their protection and yours.
- **Safety & Security HUB:** The Safety & Security HUB, located in the 400 Building, will continue to remain open at this time, 24 hours a day, 7 days a week. For Safety & Security concerns, please call the HUB at 773.924.0505. Residents have been contacting the HUB for reasons other than safety and security. Please note that the HUB personnel will not be able to assist residents with issues outside of safety and security.

For all other issues, please contact a member of the staff as listed below.

- **Management Office Hours:** We will continue to comply with the “Shelter in Place” mandate by having the Management Office personnel working remotely from home. For your convenience, we have added an answering service to take office phone calls Monday – Friday, 9:00 a.m. – 5:00 p.m. The answering service will take a message and someone from our office will return your call within 24 hours. You can leave a message by calling the office of your building. You can also contact email us as follows:

Management Team Email Contact Info:

- ◆ **Lillie Cox-Davis**, North & South Towers, lc Cox@pgsapt.com
- ◆ **Michele Henson**, 460 Building & Bronzeville Family, mhenson@pgsapt.com
- ◆ **Kenya Carmichael**, 401 & 410 Buildings, kcarmichael@pgsapt.com
- ◆ **Pam Sharpe**, Assistant Supervisor, psharpe@pgsapt.com
- ◆ **Diasha Brown**, Supervisor, dbrown@pgsapt.com
- **Service Coordinators/IWISH Team Contact Info:**
 - Service Coordinator/Wellness Director Supervisor**
 - ◆ Asher Harris,, 773-270-0325
 - 400 Building**
 - ◆ Carita Bailey, South Tower (Floors 3 – 15), 708-896-1371
 - ◆ Dychea Johnson, South Tower (Floors 16-27), 708-462-2824
 - ◆ Stefona Coleman-Reed, North Tower (Floors 3 – 11), 773-234-7679
 - ◆ Lisa Morrow, North Tower (Floors 12 – 19), 773-217-8579
 - 460 Building**
 - ◆ Lynnette Pennington, 312-834-4557
 - 401 Building**
 - ◆ Antoinette Byrdsong, (Floors 3 – 11), 847-801-9045
 - ◆ LeAndra Peters, (Floors 12 – 20), 708-872-5331

CONCERNED ABOUT RENT? We know this is an unprecedented time of uncertainty and anxiety for many of our residents. We also know that many of you may be suffering job losses, furloughs, and reduced hours. We will not be issuing late rent notices to residents until the Shelter in Place order has been lifted. **Also, if you need to make payment arrangements, please contact your Building Manager right away.**

Fortunately, there is help available. Here's how the government can help.

- **Federal Government Assistance:** The federal government will be making one-time cash payments directly to American citizens. These payments should be issued during the month of April either by check or direct deposit. To determine how much you will receive, please visit the following website:
<https://www.irs.gov/newsroom/economic-impact-payments-what-you-need-to-know>
- **Enhanced Unemployment Benefits:** If you have lost your job, you can apply for state unemployment benefits through the Illinois Unemployment website at
<https://www2.illinois.gov/ides/Pages/default.aspx>

- **For CHA Housing Choice Voucher Residents:** The CHA will allow you to defer your rent until after the Shelter in Place order has been lifted. However, you will be responsible for paying April and each subsequent month that the Shelter in Place order is in effect. Please see the attached letter from the CHA for reference.
- **Rental Assistance Programs:** Rental assistances may be available for individuals and families through the City of Chicago. For more information, please contact 3-1-1 or visit www.chicago.gov/city/en/sites/covid-19/home/resources.html?#housing-assistance

INCOME RECERTIFICATIONS AND LEASE RENEWALS

We have received several inquiries regarding annual recertifications and lease renewals during the COVID-19 crisis. During the COVID-19 crisis, HUD requires that we must continue to perform annual recertifications, as well as interim recertifications when requested by residents, within the required timeframes and using current/anticipated data.

- Per the HUD Statute and regulations, your lease must continue to be renewed annually and HUD requires family income to be reviewed at least annually to determine the amount paid by the family for project-based section-8 assisted units.
- Per the IRS statute and regulations, household income must be reviewed annually to determine eligibility for the Tax Credit Program.

Unfortunately, HUD will **not** allow us to conduct annual recertifications using your previous year's income to determine rent and assistance. If you have questions regarding an upcoming or pending recertification or renewal, please contact your Building Manager.

COMMUNICATIONS

We will continue to communicate with you regularly through memos, text message alerts, and email. Please make sure that all of your contact information on file is correct so that you never miss a communication. If you have not done so already, please log into our website: **www.pgsapt.com** and go to our resident portal. Once there you will be able to login and see your contact information. Please make sure all of your information, including cell phone numbers and email addresses are correct. If you have not registered, you will be directed to create a username and password.