

## Update on COVID-19 (Corona) Precautions— Memo #3

Dear PGSC Residents:

We are living through an extraordinary time with the fast spread of COVID-19 (“Coronavirus”). As you may have heard by now, the Illinois Governor, J.B. Pritzker has issued a “Shelter in Place” and has ordered all residents to stay home beginning, Saturday, March 21, 2020, in the most serious effort to combat the spread of the Coronavirus in Illinois. This means that essential services will stay open, but most other places that do not sell food or medicine are expected to shut down, such as our offices.

Please know that we will continue to put the safety of our residents and staff first.

**Here is a list of updated actions that we must take across the Campus:**

- ◆ **Office Hours:** Please note that we will have to comply with “Shelter in Place” mandated by the State of Illinois. All PGSC offices will be closed.
- ◆ **Emergency Service Requests:** We will continue to 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. Also, residents will have to be pre-screened residents prior to us entering the apartment. The pre-screening will involve our asking questions which have been implemented by the CDC to determine the risk level of the household. Please be cooperative and patient with the staff.
- ◆ **Safety & Security:** 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. The Safety & Security Team Members will not be stationed in the 401, 410, and 460 Buildings at this time. Signal-88 will continue to service the PGSC Campus. For Safety & Security concerns, please call the HUB at 773.924.0505.
- ◆ **Extermination:** At this time, we have decided to suspend extermination, with the exception of bed bug treatments.
- ◆ **Communication via Text Messages and Email:** In light of the ongoing updates from the Local, State, and Federal agencies regarding the Coronavirus, we will begin to send text messages and/or emails to residents directly to communicate updates and notifications. We will

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be sending the first communication via text message and/or email very soon. If you want to opt out of text messaging, please reply **"STOP"** when you receive the first text from the office.

**To ensure we have your cell phone number and email address on file and the most updated contact information, please to the PGSC Resident Portal:**

- ◆ Log on to our website: [www.pgsapt.com](http://www.pgsapt.com). Click on **"Residents"** on the top right.
- ◆ You should now be at the **"Resident Portal"** page.
- ◆ Midway on the page, you should see a list of properties and/or addresses. Click on your property name and/or address. You should now be at the **"Welcome"** page.
- ◆ If you are already registered, you can sign into your account.
- ◆ If you are **not** already registered, at the very bottom of this page click **"Register Now."** Registration requires you to input your name, unit number, building number, phone number, and email. Your unit number is your building number plus unit number. For example, if you live in the 430 Building in unit X, your unit number is 430 X.
- ◆ You will also need to create a username and password. **Please Note: Your password must be very creative. It must be at least 8 characters long using a capital letter, and non-capital letter, a number and special character ( !, @, #, \$, etc.).**

From the Resident Portal, residents are able to make online rent payments, submit regular, non-emergency service requests, and update contact information from the Resident Portal.

We will continue to communicate with you regularly. Please comply with the **"Shelter in Place"** order and remain safe.



"No Strangers shall live here. We shall be neighbors."

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## **RESIDENT RESOURCES**

### **STUDENT LUNCH**

CPS schools are providing lunches. All families will be able to pick up a meal at their nearest CPS school, between 9:00 a.m. – 1:00 p.m. Lunchroom staff will prep, bag, and provide meals outside of the school building. Parents can also call the CPS Command Center at 773-553-KIDS (5437) for questions.

### **SENIOR GROCERY SHOPPING HOURS**

#### **Mariano's**

Daily, 6:00 a.m. – 8:00 a.m.

#### **Walmart**

Tuesdays, 6:00 a.m. – 7:00 a.m.

#### **Jewel-Osco**

Tuesdays and Thursdays, 7:00 a.m. to 9:00 a.m.

#### **Whole Foods**

Daily, 8:00 a.m. – 9:00 a.m.

#### **Target**

Wednesdays, 7:00 a.m. – 8:00 a.m.

### **CORONAVIRUS DISEASE RESOURCES FOR UPDATES AND INFORMATION**

- **Chicago Department of Public Health:** <https://www.chicago.gov/coronavirus>
- **Center for Disease Control:** <https://www.cdc.gov/coronavirus>
- **Illinois Department of Public Health:** <http://dph.illinois.gov/covid19>