



March 18, 2020

Dear Windham & Windsor Housing Trust Customers,

With the health and wellbeing of our communities, residents and staff in mind, Windham and Windsor Housing Trust is taking the following proactive measures to do our part to reduce the spread of [COVID-19](#).

On Monday, March 16th, our office closed to the public and all communications with our residents, homeowners, applicants and the general public will be conducted via phone, US mail, and email. Any previously scheduled meetings with staff have now been postponed and staff will be in contact with individuals to reschedule as necessary.

For our Home buyers, home repair customers, and Shared Equity owners

Although the office will be closed, the staff will continue to support the WWHT community. In order to efficiently reach your contact staff member, please refer to the [staff contact list](#) on our website (www.homemattershere.org).

WWHT Homeownership staff can be reached via email or phone. Applications and other documents can be sent through the US Mail. Please do not email personal identification information. The documents will be accessed by the appropriate staff person. Other documents can be emailed directly to the staff person. People working towards buying a home will still work with their homeownership specialist via email and phone.

All group classes and activities will be suspended until further notice. For help locating community resources or additional information regarding COVID-19 precautions please utilize 211 from any phone.

For those that may be homebound or at higher risk for contracting the COVID-19 virus please consider identifying a “buddy” to help support you if you become isolated. Food can be dropped at the door, phone check ins can help to identify other needs, and contact can help avoid feelings of being alone. In these unprecedented times it is important to come together as a community and support our neighbors as we can.

WWHT continues to monitor the COVID-19 virus. As the situation evolves, we will post updates on our [website](#), [Facebook page](#), and via email. We are regularly updating our procedures and protocols to promote the safety of our residents and staff. Staff are being advised to monitor their own health and to take extra precautions.

Please take the necessary steps to ensure your own continued health by focusing on hand washing, staying away from large group gatherings, and avoiding contact with those who have been sick. Current health recommendations suggest staying home as often as possible and only leaving for essential reason. For up-to-date information on the situation in Vermont, please visit [Vermont Department of Health](#)'s website.

We thank you for your understanding and cooperation as we continue to navigate this rapidly changing situation.

Sincerely,

Bruce Whitney
Director of Homeownership

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