



**Big Island Housing Foundation** website: [bigislandhousing.com](http://bigislandhousing.com)

688 Kinoole, #102, Hilo, HI 96720 Ph: 808.969.3327 Fax: 808. 969.7608 TDD: 711 email: [bihf@bigislandhousing.com](mailto:bihf@bigislandhousing.com)

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## NOTICE TO ALL RESIDENTS AND APPLICANTS

### RE: CORONAVIRUS Disease 2019 (COVID-19)

Big Island Housing Foundation (BIHF) is taking steps to ensure that we can continue to provide decent, safe and sanitary housing to low- and moderate-income families in compliance with Federal, State and County guidelines, if public health responses to COVID-19 are elevated.

In order to minimize risk to our customers who visit our offices, our tenants and to our employees, BIHF will temporarily close our main office and on-site offices for in-person service until further notice. We are in the process of assessing our office for safety measures that will correspond with the Governor's latest proclamation and CDC guidelines. Once we are sure we can safely accept members of the general public inside our main office and our site offices we will do so, and you will be informed. In the meantime, please read the following:

#### We will continue to provide services in the following ways:

- If you need assistance from the main office, we will continue to provide services electronically. You can contact us by email, or you can speak to a BIHF staff by phone. Please use the following methods to contact us. If you call, and no one is available at that time, please leave a message and we will return you call as soon as possible.
  - Email: [bihf@bigislandhousing.com](mailto:bihf@bigislandhousing.com)
  - Phone: (808) 969-3327 ext. 1
  - Fax: (808) 969-7608
  - After Office Hours: 896-5400 - Only to report building related emergencies
- If you have documents that are due to us or would like to leave us information, please use the drop box located next to the main office or the resident manager's office entrance.
- If you are a tenant and need to report a maintenance issue, please call your resident manager on site and continue to follow your house rules.
- If you are experiencing a medical or public safety emergency, please call 911.

We want you to know that Big Island Housing Foundation staff continues to be on the job, and we are doing everything we can to keep everyone as safe and healthy as possible. As residents you can also assist us by letting the Resident Manager or by calling our main office to inform us if a member of your household is ill with cold/flu like symptoms.

Thank you for your cooperation in these trying times.