

# Big Island Housing Foundation

website: [bigislandhousing.com](http://bigislandhousing.com)

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*Big Island Housing Foundation does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities. BIHF is an Equal Opportunity Provider & Employer.*



Revised April 29, 2020

## NOTICE

### 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 through May 31, 2020.

#### 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 your 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.