



COVID-19: Resident Reassurance

Our first priority is the health and safety of our team and of you, our residents and clients. We have been closely monitoring the ever-changing discussions regarding the current pandemic of coronavirus disease 2019 (COVID-19) and will be actively updating our policies as we continue to provide services to everyone. Our team will be following the guidance of local, state and national officials, as well as the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

PLEASE NOTE: Although our physical office may temporarily close, we are still working and available during normal business hours and have no major changes to our business procedures due to COVID-19.

The City of San Antonio has established a hotline to take questions from residents about COVID-19.

The hotline will operate between the hours of 8 a.m. and 7 p.m. Monday through Friday, and 8 a.m. through 4 p.m. on weekends. Additionally, operators will be able to help callers in English and in Spanish.

The number to call is 210-207-5779. You can also email questions to COVID-19@sanantonio.gov.

Lastly, if you need more information, click [here](#) to access the city of San Antonio's website.

COVID-19 Hotline - Call 210-207-5779

Actions We Are Taking Now

- **Emergency** maintenance or **urgent** requests will be immediately dispatched. When submitting an urgent work order, please note if anyone in your household has been or is currently sick so that our vendor can be prepared to protect themselves.
- In regard to repairs, we are allowing vendors to not stay in a property to make a repair if any occupant shows any flu-like symptoms or any signs of physical health problems. The vendors have families they go home to and we want to keep them safe as well. If you need to have repairs done, but do not want to interact with the vendor, please make arrangements with the vendor to allow them access in your absence (someone you trust to be present for the appointment). We are requesting our vendors wash their hands before and after each property they visit as well as use hand sanitizer as often as needed.
- All “non-essential” requests will be held temporarily and dispatched after things settle down.
- Periodic Walk-Throughs will be rescheduled until further notice. If you have a renewal inspection or periodic inspection scheduled, we are not going to be completing those for likely the next 30 days. We will re-evaluate as things progress.
- Our team may be working remotely in the coming days. Should that occur we will notify all parties by email.
- We will not be scheduling in-person meetings. Please email us at kelseyp2404@gmail.com to handle all business matters.

Precautions to Take

- We require all rent to be paid online. Please access [here](#) your online portal to set up a recurring payment for the 1st of each month.
- Urgent Maintenance can be submitted online [here](#).
- Stay up to date on the status in your area. Follow the CDC's Safety Tips and visit the [WHO](#). Also, keep up with Local News to verify access to schools, gyms, parks, restaurants, and more.



Wash your hands often with soap and water for at least 20 seconds



Avoid touching your eyes, nose, and mouth



Stay home when you are sick



Cover your cough or sneeze with a tissue throw it away - use hand sanitizer or wash hands each time



Clean and disinfect frequently touched objects and surfaces



Avoid close contact with people who are sick

Also, we have been made aware of possible reduced hours or layoffs. Should this occur in the future at any point to you, we want to encourage you to reach out to possible relief resources or charities to help with payment assistance. In the past we have seen organizations such as churches, industry organizations, government programs, and non-profit charities which all have helped other residents get through tough times. If you wait until the rent is due, the assistance programs will not have time to process your request and still make your rent payment on time. We are contractually bound to operate to standard protocol until it is mandated to do otherwise. Landlords who own the properties you live in still have to pay mortgages, HOAs, taxes, etc. and our contracts with them require that rents still be collected. We are all being impacted by this virus and ForeFront Property Management wants to help however we can. If we can try to help in any other way, please feel free to reach out to us!

If there are any changes to our business procedures due to COVID-19 that affect you, we will notify you via text and/or email and post the information on this page.

In these uncertain times, we want to wish all the best to you and your family. And remind people to keep washing their hands!

-Haven Property Management Team

