



COMMUNITY SERVICE FOUNDATION, INC.

Affordable Housing Services

925 Lakeview Road • Clearwater, FL 33756-3420 • (727) 461-0618 • Fax (727) 443-6287
mail@csfhome.org • www.csfhome.org

March 16, 2020

Dear CSF Residents:

The Community Service Foundation, Inc. (CSF) is committed to doing everything we can to ensure the health and well-being of our residents. We want to keep you informed about CSF's response to the presence in Pinellas County of the novel coronavirus known as COVID-19. We are taking extra measures, including frequent sanitation of common areas in CSF buildings and asking residents to call or email rather than visit our offices in person. The following actions are designed to help keep our residents, staff, partners and communities safe, CSF is:

- asking residents and staff to practice social distancing (10 ft.) and to wash hands frequently.
- asking residents to conduct business with CSF by phone, email or the website to reduce opportunities for the virus to spread.
- ensuring adequate staffing to respond to an increase in residents who contact us by phone or email.
- instructing staff on additional personal sanitation practices to ensure they are not transferring viruses to themselves or others, and
- cleaning common areas of its office at 925 Lakeview Road at least daily, sanitizing door handles, railings, bathrooms, and other frequently touched surfaces.

CSF is currently operating on normal hours (9 a.m.- 3 p.m.) and has not closed its office or services; we will notify you if this changes. We know the COVID-19 virus is causing great concern and want you to know that we share that concern.

CSF is taking the situation very seriously and is closely monitoring developments. We will adjust our operations further as needed and will keep you informed of any additional changes we may make to protect our residents.

Sincerely,

Edward Thiebe
Executive Director



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Thursday March 26, 2020

To whom it may concern:

This memo is to be used as a reference guide for informational purposes only determining Community Service Foundation's position as an essential service during a shelter in place, stay at home, or similar order by government officials related to the Coronavirus (COVID-19).

According to the U.S. Department of Homeland Security, Cybersecurity & Infrastructure Security Agency's (CISA) memorandum on identification of essential critical infrastructure workers during COVID-19 response, dated March 19, 2020:

"If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule."

CISA's Critical Infrastructure Identified Structures includes the "Commercial Facilities" Sector, of which Real Estate (e.g. office and apartment buildings, condominiums, mixed use facilities, self-storage) is defined as 1 of 8 subsectors.

<https://www.cisa.gov/commercial-facilities-sector>

Additional guidance has been confirmed by the National Apartment Association (NAA) in their Guidance for NAA Members concerning Shelter-in-place Orders dated March 21, 2020 which references the CISA information as stated above.

<https://www.naahq.org/news-publications/guidance-naa-members-concerning-shelter-place-orders>

We recognize that the State, local and territorial governments are ultimately in charge of implementing and executing response activities and Community Service Foundation will use best efforts to adapt to each municipality's regulations while maintaining the safety and security of the properties that it manages and the residents that live in those communities.

Thank you,

Edward Thiebe
Executive Director
Community Service Foundation, Inc
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April 17, 2020

Dear Resident(s),

The Community Service Foundation Inc. (CSF) continues to be open to serve residents. Thank you for practicing social distancing. Together we will contain and limit the spread of the COVID-19.

CSF is processing rental collections within guidelines of Fair Housing Laws. Monthly rental payments are due on the 1st, late fees begin on 6th. For the Foundation to keep operations and affordable housing properties available, we depend on our residents to pay on time.

Please see enclosed "Resource List" for rental or other essential assistance.

We adhere to the Centers for Disease Control (CDC) recommendations to include:

1. provide alcohol-based hand sanitizer stations throughout work areas, and increase cleaning and disinfection of the office, particularly in high-touch areas.
2. pest control is provided upon request only.
3. until May 1, 2020, maintenance service requests will be supported solely for emergency situations such as water or gas leak, to ensure that the CSF maintenance team's contact with residents is limited solely for essential service, and
4. office visits are by appointment only. Call Mrs. Linda Wilcox, Community Housing Manager at 727-461-0618 ext. 2, or email address: linda@csfhome.org one leaseholder at a time. *(no one under the age of 18 years of age permitted during this crisis).*

To equip CSF residents with COVID-19 updates, CSF will post information on our webpage www.csfhome.org or Facebook CSFHOMe; such as, the notice by Florida Department of Economic Opportunity (DEO) which announced a new, mobile-friendly online application for Reemployment Assistance available at www.FloridaJobs.org/RAApplication. Any CSF resident who lost their job due to COVID-19 is encouraged to complete a Reemployment Assistance application.

Take care and stay safe,

Edward Thiebe

Executive Director



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April 26, 2020

Dear Resident(s),

The COVID-19 pandemic changed the way in which Community Service Foundation, Inc. (CSF) residents are served. Thank you for practicing social distancing at the office; paying rent via electronic options and the office drop box. Social distancing is keeping everyone safe and healthy.

The CSF office remains open and CSF staff are processing rental collections within guidelines of Fair Housing Laws. Monthly rental payments are due on the 1st, late fees begin on 6th. CSF office visits are by appointment only and one leaseholder at a time (no one under the age of 18 years of age permitted during the crisis). To schedule an office meeting, call Mrs. Linda Wilcox, Community Housing Manager at 727-461-0618 ext. 2, or email at: linda@csfhome.org.

Now, more than ever, CSF affordable housing is making a difference among individuals and families directly affected by these unanticipated economic changes. For individuals who were employed at the time this crisis hit and lost their job or were furloughed, CSF will design a rent repayment plan. Residents will be required to provide documentation of their income and eligibility which may include check stubs, bank statements and/or a letter from an employer.

Until May 8, 2020, maintenance service requests will be supported solely for emergency situations such as water or gas leak, to ensure that the CSF maintenance team's contact with residents is limited. We salute the CSF maintenance staff (Steve, Tony and Zach) for their ongoing commitment to help residents in emergencies.

Take care and stay safe,

Edward Thiebe

Executive Director