



MEMO # 2020-02

**Resident Services Updates
Memorandum**

August 28, 2020

To: Property Owners and Resident Services Providers

From: Sacramento Housing and Redevelopment Agency
Portfolio Management Division

Re: Resident Services Procedures and COVID-19 Information

Report Procedure

In an effort to reduce the administrative burden, we have updated our form and created a centralized email inbox for submitting quarterly Resident Services Reports. Quarterly reports are due by the 5th of the month following each quarter, specifically: January 5th, April 5th, July 5th, and October 5th.

Please submit to: ResServReport@shra.org

You may find the Resident Services form here: (web link once we get it)

COVID-19

It is incumbent upon the owner via their contracted Resident Service provider, to ensure that service levels are continued despite social distancing during the COVID-19 pandemic. There are many methods of providing remote services. For example:

- Distributing art supplies to students
- Distributing books and other reading materials
- Hosting virtual reading clubs
- Remote tutoring-online or via phone if internet is an issue.
- Checking in regularly on elderly residents.
- Ensuring access to food programs.
- Virtual support groups.
- Handing out educational pamphlets with follow-up

If you have any questions, please contact us:

Rachel Trujillo
Regulatory Compliance Analyst
rtrujillo@shra.org

Austin Knudsen
Regulatory Compliance Analyst
aknudsen@shra.org

