



## GREENBELT HOMES, INC.

HAMILTON PLACE, GREENBELT, MARYLAND 20770

Area Code (301) 474-4161 Fax (301) 474-4006



To: Our Valued Parkway Residents  
From: Neron Adams-Escalera, GDC Agent  
Date: March 24, 2020  
Subject: Coronavirus (COVID-19) & GDC Maintenance Operations

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Dear Resident,

Due to the coronavirus epidemic, GDC Management is dedicated to safeguard the health and safety of residents and employees. This memorandum discusses GDC Management's actions and changes to services, until further notice.

### **COVID 19 Response**

As we all continue to monitor coronavirus (COVID-19) situation very closely, we wanted to share the actions and recommendations to keep the Parkway Apartments safe and clean.

#### **Actions we are taking:**

- Our cleaning staff will regularly sanitize high-frequency touch-points like doors, door handles, common areas, and equipment
- Additional antibacterial products are available for staff throughout the administration building
- Our maintenance staff may choose to perform work-related duties in apartments wearing personal protective equipment such as, Tyvek suits, face masks, and gloves

#### **Actions we are recommending:**

- We are advising residents and employees to follow guidance issued by health organizations with regards to self-isolation for those who have/show symptoms
- We ask residents to be forth coming about symptoms of illness and/or self-isolation when dealing directly with staff
- We ask residents and staff to take extra precautions with each other, such as opting for elbow bumps over handshakes and respecting the wishes of those who may not want to get close
- Limit group meetings, practice social distancing, opt to utilize conference calls, social media platforms, and/or webinars.
- Residents consider conducting business either over the phone or online

#### **Take steps to protect yourself:**

##### **Clean your hands often**

- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing

- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Also, cover all surfaces of your hands and rub them together until they feel dry
- Avoid touching your eyes, nose, and mouth with unwashed hands

#### **Avoid close contact**

- Avoid close contact with people who are sick
- Put distance between yourself and other people (6 feet recommended)

#### **Stay home if you're sick**

- Stay home if you are sick, except to get medical care

#### **Cover coughs and sneezes**

- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow
- Throw used tissues in the trash
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

#### **Wear a facemask if you are sick**

- If you are sick: You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room.
- If you are NOT sick: You do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask). Facemasks may be in short supply and they should be saved for caregivers.

#### **Clean and disinfect**

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

Please visit [www.cdc.gov](http://www.cdc.gov) for additional information and updates on the coronavirus pandemic.

### **GDC Maintenance Operations**

GDC Management is requesting that you defer requests for routine maintenance work to be performed inside your units, until further notice. In the meantime, GDC's maintenance staff will respond to the following work order requests:

- Requests for emergency maintenance services during and after normal business hours.
- Routine work order requests during business hours for maintenance work to the exterior of your homes and in common areas.

Emergency maintenance services will be provided in response to incidents that could cause property damage or pose a danger to the health or safety of residents in a unit. You should

immediately request the maintenance department to provide emergency maintenance service if any of following incidents occur:

- Fire in unit
- Pressurized water pipe leak, or sound of running water under unit, frozen pipes
- Sparking fixture or tripped breaker
- No heat during winter months
- No hot water (after 10 p.m, members are encouraged to wait till the next day)
- No water
- Lock-Out (member will be charged for lockout service)
- Sewer back-up
- Kitchen sink clogged
- Toilet back-up
- Tub back-up
- Gutter overflowing and leaking into unit
- Leak into unit at electric fixture
- Sump pump running excessively
- Broken window/door
- Running faucets (more than a drip)
- Broken plumbing fixtures (toilet, faucets, etc.) that render component inoperable
- No electricity, no lights
- Tree down, dangerous limbs overhanging common walkways, disrupting traffic, or causing danger to property or person
- Broken sink trap resulting in leaks to floor or cabinet
- Roof leak into unit
- Garage door will not open (vehicle Inside)

The list of items that necessitate emergency services, was approved by GDC's Board of Directors. If you think that an incident in your unit (not included in the above list) requires emergency service, please report it; maintenance staff will consider whether your work order request warrants an emergency service response.

If you require maintenance services, please contact the Maintenance Office at 301-474-4161 (extension 1127), during normal business hours from 7.30 a.m. to 5.30 p.m. Alternatively, you may send a request by email via [maintaa@ghi.coop](mailto:maintaa@ghi.coop).

When the administration office is closed, please continue to request emergency maintenance services by calling 301-474-6011.

We greatly appreciate your cooperation!