



PROPERTY MANAGEMENT

JUNE 2020 NEWSLETTER

HOW TO REACH US

Maintenance Work Order Requests:

(802) 477-1347 **OR** Toll free (877) 320-0663
You will be directed to an automated system (and not a live person); PRESS 1 for the work order line.

Maintenance Emergencies 24/7:

(802) 229-6563

Megan Lovely | *Montpelier Property Manager*

(802) 477-1420 or text (802) 275-5225 with your name & property, or email mlovely@downstreet.org

Louisa Olson | *Barre, Bradford, Williamstown Property Manager*

BEST CONTACT: lolson@downstreet.org
By phone: (802) 477-1346 (up to 48 hours before return call back)

Neil Smith | *Waterbury, Waitsfield, Warren, Cabot Property Manager*

(802) 477-1332 or nsmith@downstreet.org

Rachel Bryan Shatney | *Associate Director of Property Management*

(802) 477-1348 or rshatney@downstreet.org

COVID-19 UPDATE

WOW. What a difficult time we've all been enduring over these last few months. This pandemic has challenged us all to come together by staying apart and caring about each other's safety and health. **Thank you for everything you have sacrificed as you do your part to slow the spread of the virus.**

We're continuing to do our part, and that means focusing our maintenance priorities on the health and safety of our residents and our staff by preventing the spread of the virus in our buildings and communities. The State of Vermont shared new guidance on May 29th regarding close contact businesses like Downstreet Maintenance. We are using this information to prepare protocols so that we can conduct non-emergency work orders in the coming months. Please understand that the COVID situation is constantly changing and our "stage" of operations will be fluid, depending on the status of outbreaks and government guidance. In the meantime, **as of June 1st, Downstreet Maintenance continues operating in Stage I, which is EMERGENCY WORK ORDERS, SANITIZING BUILDINGS, PROJECTS IN VACANT UNITS, and OUTDOOR PROJECTS only.**

Depending on Vermont's COVID status, we **anticipate that we will reopen our offices on September 1st**, but of course that can change depending on new information about the pandemic. We will make sure to keep you informed, but if you have any questions about anything at all, remember that **all of our staff, including your property managers, are working remotely and you can reach out to them anytime using the contact information on the left.**



WORK ORDERS

Please continue to call all non-emergency work order requests in to our Maintenance Line at 477-1347. Messages will be checked each morning and afternoon. Emergency work orders can be called in to (802) 229-6563.

Thank you for your patience and understanding – we can't wait to be able to serve you in person again. We know we will all get through this together.

You matter ... you really do.

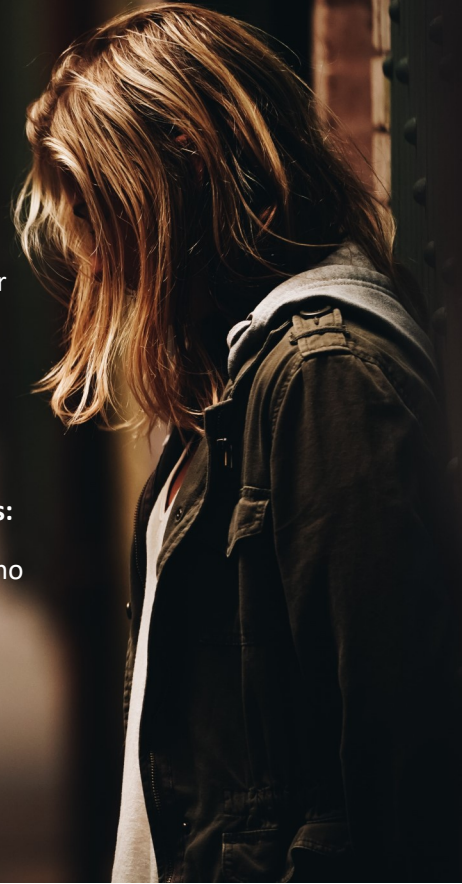
In stressful times like these, it is easy to fall into feelings of hopelessness and loneliness.

HELP IS AVAILABLE.

With the Coronavirus outbreak, we are all staying home to stay safe, but **isolation can add to feelings of hopelessness and sadness**. Suicide is rare, but when it happens...there's so much suffering all around. It touches the lives of many Vermonters every year. We are doing our best to keep an ear out in these stressful times for our community friends and neighbors who might be in emotional trouble, and we encourage you to do this as well.

Many people who die by suicide show warning signs, often noticed through what they say, do or how they carry themselves. Here are things to look for when you talk to your neighbors, friends, and family members:

- What is talked about: feeling hopeless, trapped, like a burden, having no reason to live, searching for suicide methods.
- What their behavior shows: behavior changes like their use of alcohol and/or other drugs increases, withdrawing
- How is their mood: depressed, anxious? lost interest in doing things? irritable, humiliated, ashamed or agitated?



Don't be afraid to ask the person if they are thinking about suicide. If they say yes, offer the help numbers below:

The National Suicide Prevention Lifeline is available 24/7: (800) 273-8255

Washington County Mental Health Crisis Screeners: (802) 229-0591

Lamoille County Mental Health Crisis: (802) 888-5026

Or dial 2-1-1 to find mental health services in your area

If you can, remove medications and poisons from their surroundings, and if they have a firearm in the home, ask if you can keep it until they feel better. Tell them you care. Make sure they have the numbers above to call for help, and remember to ask if they would like you to stay with them while they call.



You can help another. You can feel better by getting help. *YOU MATTER.*

Have your finances been impacted by COVID-19? We're here to help!

We understand that some of our residents have seen a reduction in their income as a result of the pandemic. If this is the case in your household, please reach out to discuss your individual circumstances with your Property Manager.

Downstreet has implemented a new **rent deferment policy** in response to the unprecedented challenges posed by the Coronavirus. This policy:

- Is designed to help residents overcome temporary loss of household income.
- Temporarily reduces rent and defers the difference to a later date with no interest or penalties.
- Will be coordinated by Property Managers, who will also provide referrals for free financial counseling with our NeighborWorks HomeOwnership staff.



If you are more than 30 days behind in rent, you should anticipate receiving a Notice of Late Rent which will remind you of your balance, accompanied by a Hardship Certification which will require that you provide documentation (such as letter from employer, healthcare provider, or other documentation) which verifies a financial hardship related to the COVID-19 pandemic.



CRITTER SIGHTINGS!

With the warmer weather, lots of critters have been seen around our mobile home parks and apartments. As tempting as it may be, please remember not to feed any wild animals you see. Leaving food out can attract bears and other dangerous animals, putting you and your neighbors at risk. Please remember not to feed those adorable little (or BIG) critters!

REMEMBER

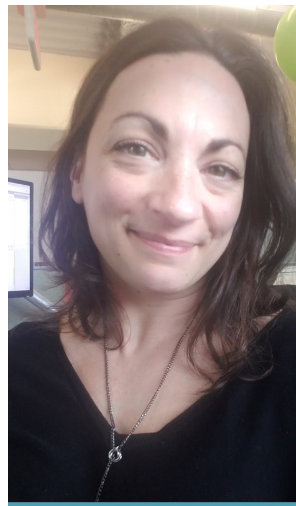


All of our apartment buildings are **SMOKE FREE**. There is **no smoking allowed within 25 feet of the building**. Please respect the health and well-being of your neighbors by making sure not to smoke within 25 feet of any of our buildings.

Allow Us To Introduce..... The Downstreet Staff

By now, you are probably pretty familiar with Megan, Louisa, Neil, Amy, Rachel, Jack, Nate, Ryan, Phil, Andy, and Tim. Afterall, we're your Property Managers and Maintenance Team. But there are lots of people at Downstreet that you've probably never met, so each month, we'd like to introduce them to you.

This month we're introducing Cara, our Communications Manager. Cara started working at Downstreet in 2013 and she heads up our outreach and communications, whether it's social media, our website, advertisements, Front Porch Forum posts — you name it! In fact, if you've noticed a change in our newsletters, that's because Cara recently started helping us with them! So, without further ado, meet Cara!



Department: Community Relations
 Favorite food: Eggplant Parmesan
 Astrological sign: Pisces
 Interesting fact: Cara spent over 15 years working as a video editor.

Why My Work Is Important:
 Communicating about what we do at Downstreet builds community and support for our organization.

#COVIDWINS

<p>Help Others:</p> <p>Cookies for neighbors</p>	<p>Self-Care:</p> <p>Yoga</p>	<p>Get Moving:</p> <p>Treadmill again because of Rain!</p>
<p>Help Others:</p> <p>outside work @ my moms</p>	<p>Self-Care:</p> <p>Candle making</p>	<p>Get Moving:</p> <p>dancing w/ Taylor while cleaning</p>
<p>Get Moving:</p> <p>2-sets of 25 squats</p>	<p>Help Others:</p> <p>bought & sent gift to NYC to Shawn's mom</p>	<p>FREE SPACE!!</p> <p>PRACTICE SOCIAL DISTANCING!</p>
<p>Self-Care:</p> <p>acupressure mat 45 mins</p>	<p>Get Moving:</p> <p>Walk through Village</p>	<p>Help Others:</p> <p>homemade n-clay gift to a special 3yr old</p>
<p>Help Others:</p> <p>baked goods to</p>	<p>Self-Care:</p> <p>Swimsuits</p>	<p>Get Moving:</p> <p>Walk to Post office</p>
<p>Help Others:</p> <p>donation to Plunkhills Rec</p>	<p>Self-Care:</p> <p>Meditation</p>	<p>Get Moving:</p> <p>2-sets of 20 squats</p>
<p>Help Others:</p> <p>Painted toe nails</p>	<p>Self-Care:</p> <p>Shower & make-up all week no matter what time</p>	<p>Get Moving:</p> <p>Sumo rope w/ Taylor</p>

What have you been up to?

Long walks outside? Sidewalk chalk drawing?

Arts and crafts? Cooking up a storm?

Send a picture to your Property Manager showing how you are making the best of the pandemic and we'll post it on our Instagram feed! At Downstreet, we've been doing our best to stay mentally and physically healthy by encouraging staff to fill out bingo cards recording their activities. Pictured above is one of the bingo boards to show the kinds of things we're doing to stay safe, healthy and sane!!