

**IMPORTANT NOTICE**

**TO:** HCV Program Participants  
**FROM:** Justin Barros, HCV Manager  
**DATE:** May 7, 2020  
**RE:** E-mail Communication

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In light of the recent COVID-19 pandemic, the Pawtucket Housing Authority (PHA) is revising some of our procedures and the way we conduct business moving forward.

Effective March 16<sup>th</sup>, the PHA closed all offices to the public and has been conducting business via phone, e-mail and fax. Unfortunately, this has become the new norm, and the PHA will have to move forward with new procedures to better serve our Housing Choice Voucher participants.

**The PHA will be making it mandatory for all HCV participants to have a valid e-mail address.** We will be communicating by e-mail with participants more often, than not, so it is important we have your e-mail address on file. **If you do not have an e-mail, I am enclosing instructions on how to create a free e-mail account.**

**Please contact the office at 401-721-6000 and provide us with your e-mail address no later than June 1<sup>st</sup>, 2020.** This change will make it easier for you to send and receive documents and as we expand on updating our software, also give you the option to sign documents remotely from home or work using a computer or smart phone.

Thank you for your cooperation in this matter and please remain safe!

JB/

Enclosure

Paula McFarland, Executive Director

Mary E. Bray, Commissioner

Adrienne J. Kirschner, Commissioner

Beth Roberge, Chairperson

Robert Ricci, Commissioner

Kevin Rabbitt, Commissioner

George L. Kelley, III, Vice Chairperson

Olga Torres, Commissioner