STAYING HEALTHY AND COPING DURING THE PANDEMIC

Thank you for your continued support as we navigate through the unprecedented global pandemic. We hope that you have been diligently following our updates via email. As new information about COVID-19 emerges, our office continues to adjust our practices to prioritize the health and safety of our community and follow the directives of government authorities. These directives are especially important in our community, as we have members that are in the higher risk category.

Thank you also for being flexible with your neighbors as we continue to shelter in place. We know that there can be issues with noise, use of common areas, and conduct as we all cope with the new reality of staying home. We ask that you be conscious of your neighbor and treat them like you would like to be treated. Please understand that young children may have an especially difficult time staying composed at this time. Also be aware that many people are working and studying from home and need volume levels to stay within reason. We appreciate your consideration and, as always, feel free to reach out to the EFH office with any questions. We wish you good health.

FINANCIAL PRACTICES DURING COVID-19

As a response to the potential financial impacts of COVID-19 on our community, the Employee & Family Housing Office (EFH) has implemented the following protocols for those financially impacted by the COVID-19 pandemic:

- EFH will not be engaging in unlawful detainer actions;
- EFH will not charge late fees for delayed payments; and
- EFH will establish flexible payment plans.

Should your household experience a loss of income that prevents you from making all or part of the monthly payment, please notify EFH by email (address below).

As a reminder, to decrease the potential spread of COVID-19, please use one of the following payment methods:

- ONLINE | Through the CashNet online payment system:
  https://commerce.cashnet.com/cashnetg/selfserve/storehome.aspx
- MAIL | Send to:
  750 Font Blvd., Suite 5000, San Francisco, CA 94132.
- DROP BOX | Located at:
  800 Font Blvd. in the payment drop box located to the right of the exterior sliding door of the Housing Business Office.

If you are not paying online and would like a receipt for your payment, please attach a note with your payment indicating the email to which you would like a receipt sent. We will not be able to provide physical receipts at time of drop off.

If you require any further assistance, please do not hesitate to contact us.

PROJECT UPDATES

As a response to COVID-19, all projects at San Francisco State University have been suspended until further notice with the exception of the new student housing building on Holloway and the new Creative Arts academic building. Those two projects have received exemption from the shelter in place order.
2020 CENSUS

It’s not too late! You can still participate in the 2020 Census. Plus you can do it from the safety and comfort of your home!

Every ten years, the government counts everyone living in the United States. Why? It’s all about money and power, but in a good way. Data from the census determines representation in Congress and informs how federal funding is distributed to support schools, hospitals, roads, social services and more.

Help our community get our fair share!

Complete the census online at my2020census.gov or by calling 844-330-2020 before October 31, 2020. The 2020 Census questionnaire is quick and easy. Plus, it’s safe, secure and confidential, so you can feel confident that your privacy will be protected.

HOUSING REMINDERS

EFH MODIFIED OFFICE AVAILABILITY IN RESPONSE TO COVID-19

Effective until May 31, 2020, the Employee & Family Housing (EFH) office will be diverting all regular business to phone and email. If there is a critical need to schedule an in-person meeting, please contact the EFH office at (415) 405-4000 or employee_housing@sfsu.edu during our current office hours (10:00am-3:00pm, Monday-Friday) to make an appointment.

ADDITIONAL MODIFICATIONS

To protect both residents and staff, facilities staff will minimize entry into occupied units. Effective immediately, facilities staff will only enter occupied units for urgent service requests such as plumbing, electrical, heating, etc. To communicate with the Facilities Department, enter a service request online by using Metabim (https://sfsu.metabim.com) or contact the Customer Service Center at (415) 338-1568.

DID YOU KNOW

YOU CAN DO YOUR PART TO HELP PROTECT OUR COMMUNITY

Please do your part to keep our residential community healthy by washing your hands regularly with soap and water and using products that kill 99.99% of germs and bacteria. Please also follow the latest guidelines from the State of California regarding face coverings.

STUDENTS ARE STILL RESIDING IN HOUSING

You may have noticed that the majority of student residents have moved out. However, please note that a number of students without the ability to relocate are still living in the residential community. In addition, student residents who have left possessions behind will be arriving on campus in limited numbers to collect their possessions and check out of housing.

INCREASED SECURITY ON CAMPUS

As you might have noticed, the University Police Department (UPD) has made arrangements for an additional security presence to patrol the University, including housing areas. Should you have a security concern, please call UPD at (415) 338-2222 in an emergency or (415) 338-7200 for non-emergencies.