

## **SUFFOLK REDEVELOPMENT AND HOUSING AUTHORITY ACTION AND OPERATIONS PLAN**

### **COVID-19 NOTICE TO SRHA RESIDENTS, HCV PARTICIPANTS AND LANDLORDS**

To do our is slowing the spread of COVID-19, all SRHA offices which include the Administrative Building and all Property Management Offices are closed to the general public until further notice.

#### **Income Changes** – SRHA Owned Properties

- **Income decreases** (reduced hours, loss of employment) and increases can be reported by telephone, scanned, faxed or dropped off (drop box) at the rental office. The decrease will become effective in the following month. If you do not receive a response from us within a week, please let us know that a change has been reported and a rent adjustment is needed.

#### **Income Changes** – HCV

- **Income decreases** (reduced hours, loss of employment) and increases can be reported by telephone, scanned or faxed. The decrease will become effective in the following month. If you do not receive a response from us within a week, please let us know that a change has been reported and a rent adjustment is needed. Please call if you need to speak with your Eligibility Specialist.

#### **Recertifications - PH**

- Property Managers will drop off recert packages to SRHA tenant apartments which will provide instructions on how to communicate any questions.
- Packets can be returned by mail, email or dropped off at drop-box by management office or the main office.
- Telephone interviews will be conducted to review and verify recertification documents.
- HCV recert packages will be mailed to participants and can be returned by mail, email or drop-box. Information will be contained in the package on how to contact staff.
- SRHA will not penalize clients for delayed information as long as appropriate efforts are being made.

#### **Rent Payments**

- We encourage all HCV participants to keep their rent current.

- All lease terminations, HCV Program terminations and **evictions are being suspended except those that involve criminal activity until July 24, 2020**. SRHA is encouraging HCV landlords to suspend evictions as well.

### **New Applicants**

- Waiting lists are closed.
- SRHA will continue to process new applications for housing through telephone, fax or scan. HCV voucher briefing will continue.

### **Work Orders**

- Property managers will continue to address 24-hour emergency work orders. Residents should continue to call in work orders so that emergencies can be addressed and all work prioritized.
- We will continue to complete emergency work orders, but if anyone in the unit is sick or exhibiting symptoms of COVID-19, please let us know so that may take extra precautions. We will not be completing nonemergency work orders that involve entering individual occupied units until further notice. However, please continue to notify us of any work order related needs and we will determine if it rises to the level of an emergency. If not, we will respond as soon as it is safe to do so without compromising health and safety.
- SRHA is cleaning and sanitizing common areas in our senior buildings on a stepped-up schedule. We encourage staff and clients to follow Center for Disease Control (CDC) [www.cdc.gov](http://www.cdc.gov) guidelines regarding social distancing and sanitation practices so as to avoid transferring viruses to themselves and/or others. This includes frequently washing hands, using hand sanitizer, cleaning surfaces and disposing of used tissues.

### **HCV HAP Payments and Utility Reimbursements**

- SRHA will continue to process HCV Landlord Housing Assistance Payments (HAP) and tenant utility reimbursements.

### **Inspections**

- HCV annual inspections are being temporarily suspended. Landlords will not be penalized and HAP payments will be processed on schedule.
- Public Housing Preventative Maintenance inspections are being temporarily suspended.

### **Communication**

- SRHA will continue to advise residents with flyers, authority website and Facebook as a form of communication on changes to the agency operations and provide precautionary information about COVID-19.

### **Social Distancing**

- We are requesting all residents and HCV participants **respect the six-foot social distancing requirements** when dealing with other residents. This includes **frequently washing hands and disposing of used tissues**.

### **Additional Information**

- We will post any changes to this plan on our website: [www.suffolkrha.org](http://www.suffolkrha.org)
- Should a client need our assistance with any life issues or have a food need, do not hesitate to contact us.