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CORONAVIRUS RESPONSE PLAN - MARCH 17, 2020

*****THIS NOTICE CONTAINS VERY IMPORTANT OPERATIONAL INFORMATION- PLEASE READ!*****

Athens Housing Authority (AHA) is committed to ensuring the well-being of all of our residents and families. As such, AHA management and the Board of Commissioners is monitoring the current viral outbreak formally known as the Coronavirus or CoVid 19 and listening to the recommendations of experts, including guidance from local and state government officials, CDC and HUD authorities. This is a constantly changing situation, we are taking this very seriously and have developed a Response Plan, should this health crisis impact our delivery of services to our residents. Please also refer to Athens Housing Authority’s Coronavirus Business Continuity Plan that is available at www.athensha.org

This plan provides guidance as to how the AHA can continue our work while being cautious and respectful of this serious health issue facing our community and nation.

There are many sources of factual information concerning the virus and can be found at these websites:

The Center for Disease Control: www.cdc.gov	The World Health Organization: www.who.int/health-topics/coronavirus
The National Institute of Health: www.nih.gov/health-information/coronavirus	The Alabama Department of Public Health: http://www.alabamapublichealth.gov/

As local concerns increase around COVID-19, this situation is evolving daily as are, our efforts. We are taking the following steps to ensure that we will continue to operate safely and to limit the exposure of the virus to our employees and residents and to prevent the further spread of the virus.

Effective Tuesday March 17, 2020, until further notice, AHA office will

- **Be CLOSED to the public. Business will continue to be conducted via phone and e-mail.**
- Accept rent payments in the drop box located at the front door of the leasing office. All rent payments made will be mailed a rent receipt. Our payment box is under 24 hour camera surveillance.
- Suspend all Late fees from March 17, 2020 until further notice. Any unpaid rent for March will incur the late fee of \$16.00 only, it will not be increased by \$1.00 a day. We anticipate not charging late fees in April at this stage but you will be notified separately of this. If you are unsure of how much to pay, please call the office and have us check your balance. Money Orders or checks are accepted. Monthly statements will continue to be mailed to every tenant.
- Process timely Interim rent reductions for ANY resident working family member that loses employment status as a result of the Virus outbreak. You MUST report this information to the office by phone immediately so that it can be verified and a rent reduction made for April’s rent. NO retro-active rent

reductions can be made for March's rent. Any documentation that you need to supply to our office can be faxed, emailed, a screen shot taken and texted directly to the Executive Director for prompt processing. We will still be working in the office and/or remotely should the need arise to ensure that our residents are taken care of.

- Suspend the filing of evictions for non-criminal activity. Tenants under current notice to vacate must still adhere to the terms included in the notice.
- Suspend informal face-to face meetings or hearings, these will be rescheduled at a later date. Phone meetings may be arranged if appropriate.
- Not perform any NON-EMERGENCY WORK ORDERS or routine work orders. AHA will only be performing EMERGENCY WORK ORDERS in resident units. These include gas leaks, burst water pipes, water leaks, dangerous electrical malfunctions, commode stop ups (please only call if you have already used a plunger and it does not fix the problem - you will be charged if staff unstop commode using a plunger) and any other health and safety items. Emergency Work orders may require additional trouble shooting via phone. Heating work orders will only be processed if temperature drops below 32 degrees or if there are elderly residents or residents with medical conditions and/or children in the home.
- Not be performing Pest control services in residents units, exterior of buildings will be treated only as needed.
- Accept tenants keys for move outs that have been scheduled. Please use the rent drop box for dropping your keys off and make sure your keys are clearly labelled with your address. Any new move ins that have been pre-leased or arranged with Management will continue to go ahead with safety measures in place for move in inspections and lease up practices. No tenant transfers will be processed unless for health and safety and in direct response to documented virus related health concerns.
- Have printed copies of Housing Applications available on the exterior of the front entrance to the office. Additionally these applications are available on our website at www.athensha.org We will continue to accept applications during business hours in our rent drop box. Applicants that have submitted applications in the drop box, will be contacted by phone to confirm receipt of application and explain the next steps in our application process. Additionally, completed applications will be accepted via fax at (256) 232-5390 or can be scanned and emailed to ebingham@athensha.org
- Update residents on any changes to this plan via the Website at www.athensha.org , posting on exterior building and/or notices on residents doors or via text, mail or email as appropriate.
- Encourage staff members showing symptoms or having exposure to COVID-19 to remain away from work to limit exposure to the virus.
- Exercise flexible work arrangements to include work from home arrangements to accommodate staff members if needed. Staggered staffing levels may be implemented to ensure adequate coverage. Tenants will have access to cell phone numbers for contact.
- Work closely with city officials, local churches and service agencies and pass along information regarding food distributions or other local community services that would assist our residents during this time.

We are all in uncharted territory and trying to make the best of a bad situation. I know we have kids out of school for an extended period of time, please ensure that they have adult supervision on the property at all times and are not playing around cars etc. We are here to help, so if there is any questions, please contact our office at 256 232-5300 or visit our website www.athensha.org for updates. We will continue to keep you informed of any developments. We have a wonderful community spirit here at Athens Housing Authority and I know we can work our way through this crisis together. May each and every family continue to be blessed! Thank you!

Melinda Reeves