



ATHENS HOUSING AUTHORITY
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Friday, April 3, 2020

CORONAVIRUS RESPONSE PLAN – UPDATED APRIL 3, 2020

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

TO ALL AHA RESIDENTS,

Athens Housing Authority is not charging LATE FEES for the month of April 2020. Please continue to make your rent payments in the drop box. We are mailing out your receipts- if you want a texted copy of your receipt instead please text Melinda at 256 374-7205. We understand that times are tough financially for everyone, but getting behind on your rent will make it harder to recover. All April rent must be received in the office by 4:30pm on Wednesday April 29, 2020.

NOTE: Athens Utilities is extending the suspension of utility disconnects for non-payment until April 17. Customers will be responsible for the full bill amount accrued until payment is made. Athens Utilities will re-evaluate the COVID-19 situation on April 17 to determine whether to extend this modified policy.

If any tenant has had a reduction or loss of any type of income – please contact us immediately so that we can make any needed adjustments to reduce your rent. Call, text or email me with details. We cannot do any retroactive changes to your rent, but we can change it for May only if your report it!

I want to remind each family that we need to take this National Safety Coronavirus event very seriously, and we need to be practicing social distancing. I am pleading with you all to do your part and help us prevent the spread by doing the following:

- Keep 6 feet distance from one another
- Avoid gatherings of 5 more people in one place
- Stay home and inside as much as possible
- Check on neighbors and family via phone, text or internet rather than visiting homes
- Listen and adhere to all national and local (county and city) issued recommendations

AHA is only performing EMERGENCY WORK ORDERS at this time. This means **LIFE THREATENING** Work Orders only (Gas leaks, flooding, fires, Exterior Doors that won't lock, Smoke Alarm malfunctions etc). This is to protect staff and to prevent the risk of exposing residents also. If maintenance staff does have to perform Emergency Work Orders in your unit, we ask that no one

come within 6 feet of maintenance staff and that no person be in the affected area/room while maintenance staff work. Please be extra careful and watch children around commodes and ensure that they are not flushing items or causing stop ups. Biohazards involving sewage pose a serious health risk for transmitting the virus. Tenants are responsible for paying for maintenance charges for tenant caused damages.

If you need to place an after-hours emergency work order – please call the office at 256-232-5300 and then press 4 and you will be transferred to one of our maintenance staff. Leave a voicemail if it is not answered, and your call will be returned. If we are unable to reach you at your call back number, AHA will not be doing the call out and your work order will not be placed. All other work orders will be completed once normal business resumes in the order that they were received and by priority.

This is also a reminder that AHA is still a **NON-SMOKING** property, and there is to be no smoking of ANY substance inside of units.

As all of Alabama’s neighboring states have declared “Shelter in Place” orders, I foresee that Alabama may soon do the same. This will mean that AHA staff will not be on site or it may be very limited. We will be operating remotely, you will still have access to us via phone or email. **You are reminded that you are responsible for ensuring that you, all members of your household, and any guests of your household follow your lease terms at all times.** This is a reminder to all residents that parking rules will still be enforced by tow truck drivers and that guest procedures must be followed also—**any car parked in a no parking zone is subject to be towed.** Disturbing the Peace of your neighbors is also a lease violation.

Our grass contractors have started services on our properties. Please ensure that your yards are litter free and do not have bikes or items on grass areas so that they can perform their job. Any concerns that you have about the yard services must come through our office.

I will be texting, emailing and posting any updates to our Plan on our website - so if you would like to be included in a text or email from me - please send a text to my cell phone at 256-374-7205.

Please ensure that you report to us if you have a household member that has tested positive to the virus. To our knowledge we have not had a single case in any of our properties, and we want to keep it that way! So please do your part to keep your families safe and practice social distancing.

We are here to help – just let us know what we can do for you or if you have questions. Thank you!



Melinda Reeves
Executive Director, Athens Housing Authority