

Hopewell Redevelopment & Housing Authority



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TTY/TDD & Voice 711

“Where People Matter Every Day”

March 17, 2020

Dear Public Housing Residents and Housing Choice Voucher Participants,

The Hopewell Redevelopment and Housing Authority has carefully assessed the reporting and the Center for Disease Control’s recommendations related to COVID-19.

Based on the information available at this time, HRHA believes it is the best interest of its staff, you, and the families we serve, to take precautions and implement temporary changes in policy.

We are also providing the flyers from Center for Disease Control’s website *“Symptoms of Coronavirus Disease”* and *“Stop the Spread of Germs”* Please review it and share this information with your friends and family. You can also find more information on the CDC’s website: <https://www.cdc.gov/>

The following measure are effective immediately at HRHA.

Public Housing- Piper Square, Thomas Rolfe, Davisville

- 1. Community Office Hours:** Monday, Wednesday, Friday 9:30am-4:00pm by appointment only until further notice. Staff will only take appointments for Interim Recertifications and Annual Recertifications.
- 2. Appointment Protocol:** Staff will wear masks and gloves when interacting with you and each other. They will also maintain the recommended 6 ft distance during appointments. Appointments are scheduled by the Administrative Assistant of each office. Staff will only take appointments for Interim Recertifications and Annual Recertifications.
 - When you provide paperwork to our staff, you will be required to place the paper work in an envelope provided by staff, write your name and unit address of the envelope, seal it, and drop the envelope in the designated box.
 - Paper work in those envelopes will be reviewed the next day to give potential viruses on the paper work time die off.
- 3. Maintenance Work Orders:** Each Maintenance staff member will have a mask and gloves on when entering your apartment. When responding to a work order Maintenance will ask you the following questions:

- Is anyone in the household experiencing flu-like symptoms? If the answer is no, schedule and complete the work order.
- If the answer is yes, reschedule the work order, if possible. Work orders that cannot be deferred will be reviewed by the Chief Operating Officer who will decide the action to take.

4. Temporary Policy Changes:

- Evictions scheduled to occur between now and April 30, 2020 will be suspended.
- Filed Unlawful Detainers will be continued in General District Court until after April 30, 2020.
- Any new Unlawful Detainers filed will have a court date of after April 30, 2020.

Housing Choice Voucher Program

1. **Department Office Hours:** Monday, Wednesday, Friday 9:30-4:00pm by appointment only until further notice. Staff will only take appointments for Interim Recertifications and Annual Recertifications.
2. **Appointment Protocol:** Staff will be wearing masks and gloves when interacting with you and with each other. They will also maintain the recommended 6 ft distance during appointments. Appointments are scheduled by the Administrative Assistant of each office. Staff will only take appointments for Interim Recertifications and Annual Recertifications.
 - When you provide paperwork to our staff, you will be required to place the paper work in an envelope provided by staff, write your name and unit address of the envelope, and seal it, and drop their envelope in the designated box
 - Paper work in those envelopes will be reviewed the next day to give potential viruses on the paper work time die off.
3. **HQS Inspections-** Staff will call you the day before to confirm you will be available for the inspection and ask the following questions:
 - Ask if anyone in the household has any flu-like symptoms. If the answer is no, conduct the inspection. If the answer is yes, the inspection will be rescheduled and the reason will be noted.
4. **Temporary Policy Changes**
 - Vouchers scheduled to be terminated will not be terminated until April 30, 2020.
 - No New terminations will be issued thru April 30, 2020.
 - Applicants with active vouchers will be issued extensions to April 30, 2020.

We will continue to monitor the Center for Disease Control website, local and national announcements, and will respond accordingly.

Should you have questions about this letter, or need a reasonable accommodation, please contact your Property Manager.

Regards,

A handwritten signature in black ink that reads "Madelyn Peay". The signature is written in a cursive, flowing style.

Madelyn Peay
Chief Operating Officer
Hopewell Redevelopment and Housing Authority

