



COVID-19 Action and Operations Plan March 21, 2020

Due to concerns regarding the novel coronavirus (COVID-19) pandemic, the Union County Housing Authority has **closed its administrative and other offices to the general public**. We are committed to doing everything we can to ensure the health and well-being of our housing program participants, our staff, and the public while continuing to serve the housing needs of the Union County community. We did not make this decision lightly but feel we to observe the following limited operations until further notice:

COVID-19 Action Plan

- **Applications** for housing choice voucher and UCHA owned and managed properties will be taken via telephone appointments. Please call our main office at 570-522-1300 during business hours for assistance.
- All routine annual **inspections** will be suspended until further notice. Any life and safety inspections will be conducted by staff as needed. Initial lease-up inspection for the Housing Choice Voucher Program will not be scheduled for the remainder of the current month unless the unit has been vacant for a minimum of 72 hours.
- **Income changes** will continue to be processed with income decreases receiving priority. If any client expresses a change in income, we encourage them to report it via email to general@unioncountyhousingauthority.org. Changes may also be reported via fax (570-522-1329) or by calling (570-522-1300). Should a response not be received from us within a week, please let us know that a change has been reported and a rent adjustment is needed.
- **Annual recertifications for all programs, voucher briefings, and voucher issuances** have been postponed for the next 14 days. We will continue to **rent apartments** and will contact families directly for move-ins as units become available. Those wishing to **move out** should contact the Housing Authority at (570)522-1300 or Project Management at 570-523-6400.
- While we will not be pursuing **evictions** due to failure to pay rent during this national emergency, residents are still responsible for making monthly payments. Late charges will continue to be applied, and evictions will be pursued when we are able to do so. However, UCHA is committed to assisting its residents with budgeting concerns and achieving stability. Should a client need our assistance with any life issues or have a **food need**, do not hesitate to reach out to our Project Management staff at 570-523-6766 or 570-523-6400. We are here to help!
- **Rent drop boxes** are available at all sites and a drop box has been added to our main office at 1610 Industrial Blvd, Lewisburg. We ask residents to deposit only checks or money orders (no cash) and to use an envelope that contains the tenant's name, address and apartment so that credit is applied to the correct account. All drop boxes are emptied daily. Of course, the option remains to mail rental payments to our main office.

Bruce L. Quigley, *Executive Director* | Sharon Leon, *Deputy Director/Secretary* | Martin & Lobos, *Solicitor*
AUTHORITY MEMBERS: Dr. W. Gale Reish, *Chairperson* | Dr. Michael E. Hanyak, Jr., *Vice Chairperson*
Thomas Beck, *Treasurer* | Chenoa Lee | Diane Meixell



- 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 we may take extra precautions. We will not be completing nonemergency work orders that involve entering individual 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. Work orders may be called in at any time.
- UCHA is now **cleaning and sanitizing** common areas on a stepped-up schedule. We encourage staff and clients to follow CDC guidelines regarding social distancing and sanitation practices so as to avoid transferring viruses to themselves or others. This includes frequently washing hands, using hand sanitizer and disposing of used tissues.

We know the COVID-19 virus is causing great concern and want you to know that we share that concern. UCHA is taking the situation very seriously and is closely monitoring developments. We will adjust our operations further as needed and will keep you informed of any additional changes that we may make to protect our housing participants, our staff and the public.

A handwritten signature in black ink, appearing to read 'Bruce L. Quigley', with a stylized flourish at the end.

Bruce L. Quigley
Executive Director