



March 24th, 2020

From the desk of Chris Bruns, Executive Director

The Pike County Housing Authority (PCHA) is working hard caring about people and places in this time of a national health crisis. PCHA is still open for business, although the methods of how we do business is currently different.

PCHA is closely monitoring the rapidly changing situation regarding spread of the COVID-19 virus. In recent days, the World Health Organization designated COVID-19 as a pandemic, a national emergency has been declared, the Governor declared a state of emergency, and therefore we must prepare.

The health and safety of the clients PCHA houses and serves daily, as well as our 10 employees, is our highest priority. PCHA is actively engaged with guidance from the Department of Housing and Urban Development (HUD) and the Centers for Disease Control and Prevention (CDC). Below we have crafted our action plan which we will implement effective immediately until further notice from the Executive Director.

*PCHA's intention with this plan is to function to the best of its ability.
This includes, being flexible and adapting when needed.*

PCHA COVID-19 Action Plan

Resident Hearings:

- All in-person denial hearings are cancelled.
- Applicants may appeal their denial by submitting via fax, email or US mail, a written explanation of why their denial should be overturned, along with supporting documentation.

Lease Signings for New Tenants:

- Lease signings and initial unit assignments will continue as usual. However, these are made by appointment only.
- Apartment showings are also by appointment only and no one from PCHA will be physically present.

Inspections and Accessing of Units:

- All routine annual inspections will be postponed until further notice.
- Life and Safety inspections will be conducted by staff as needed, dependent on the severity of the issue at hand. Personal protective equipment will be used at all times.

Rent Calculations/Certifications:

- Re-Exam staff will continue work on completing income changes. Income changes reported by the resident will now be done by US Postal Service, email, fax or phone.

Resident Work Orders:

- Administrative Staff will continue to accept maintenance requests, however only emergency work orders will be completed. Personal protective equipment will be used at all times.

PHA Maintenance staff

- Staff will continue operations however implementing a series of enhanced cleaning and sanitization operations. Staff will disinfect shared surfaces in Community Buildings multiple times daily.
- Office staff will contribute to the effort by monitoring their own office environments.
- All Preventative Maintenance inspections will until be postponed until further notice.

Cleaning and Sanitation supplies

- Waterless anti-bacterial hand soap is out of stock. Tenants and employees are directed to wash hands repeatedly throughout the day as directed by the CDC.
- As supplies become more difficult to obtain, emergency purchasing procedures will be utilized to obtain cleaning supplies and personal protection equipment.

Construction:

- Construction work will be halted during the time of this health emergency.

Actions affecting on going case management of current participants:

- All in-person appointments are suspended until further notice.
- Staff will contact existing appointments to cancel in-person appointment and to request return of documents by mail, fax, or email.

Inspections of assisted units

- Inspections for participants moving to a new unit and/or entering our program for the first time will not continue. Any issues discovered are to be reported immediately to Staff upon being discovered. Corrections will be made by Maintenance Staff wearing personal protective equipment.
- Annual inspections are not being delayed currently, however, depending on future events, they may be. PCHA will be in further contact should the need arise.

PCHA Hours

- PCHA's office hours are still 8am to 5pm, Monday through Thursday.
- PCHA's lobby is closed to the public until further notice. Materials for Staff (paperwork, identification, etc.) may be left in the drop box to the right of the entrance. Payments can be placed here as well.
- Questions??? CALL us @ 217-407-0707.