

March 18, 2020

Dear HHA Residents, Participants and Partners:

The Houston Housing Authority is focused on ensuring your health and safety amid the COVID-19 pandemic. This is an unprecedented time in Houston and across the world. We thank you for being flexible and accommodating as together we take the appropriate precautionary steps to limit the spread of COVID-19. Below is an overview of HHA's plans for COVID-19 operations as we move forward.

HHA remains open, with service available by website, email, mail and phone.

HHA MAIN OFFICE

- Effective Monday, March 16th, and until further notice, our lobby at 2640 Fountain View Drive has been closed to walk-in clients. We are in the process of setting up a secure drop box outside the building for residents to leave any pertinent documents. We aim to have the drop box in place by Tuesday, March 24th.

IMPLEMENTED ACTIONS FOR PUBLIC HOUSING RESIDENTS

- Suspension of Notices to Vacate
- Suspension of evictions for non-payment of rent and minor lease violations
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- Suspension of Notices to Vacate
- Suspension of Evictions for non-payment of rent and minor lease violations
- Suspension of transfers, move-ins, move-outs
- Suspension of routine work orders
- Suspension of housekeeping inspections
- Suspension of community-wide/congregate food distributions
- Suspension of all resident activities to include Resident Council and Partners
- Closure of all community rooms/areas on the property
- Residents should email or call property management offices instead of in-person visits
- Emergency work orders will require additional troubleshooting via phone calls
- Existing repayment agreements will be extended



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2640 Fountain View Drive ■ Houston, Texas 77057 ■ 713.260.0600 P ■ www.housingforhouston.com

- Recertification deadlines will be extended
- Rent payments should continue to be submitted via on-site depositories “drop-boxes”
- Non-tenant guests who are visiting socially are discouraged, especially at elderly sites; Medically-related visitors and caregivers may continue to visit residents
- Pest control services will be conducted on the exterior of buildings and common areas
- Pest control services will temporarily be suspended in residents units

IMPLEMENTED ACTIONS FOR HOUSING CHOICE VOUCHER PARTICIPANTS

- Recertification deadlines will be extended
- Suspension of Non-Emergency Inspections
- Suspension of Terminations
- Suspension of Voucher issuance for current and new clients
- Suspension of Moves/Unit Transfers and Portability Briefings
- Landlord payments will continue to be processed but delays may occur

RESOURCES

- HHA Customer Service Hotline: 713-260-0500
- HHA [Facebook](#) and [Twitter](#)
- [CDC: COVID-19 FAQ](#)
- [CDC: How to Protect Yourself from COVID-19](#)
- [Houston Health Department](#) (HHD)
- HHD COVID-19 Call Center: 832-393-4220 | *M-F: 9am-7pm; Sa: 9am-3pm*

Thank you in advance for your patience, understanding and resilience as we navigate through this period.

Stay safe,

Mark Thiele
Interim President & CEO
Houston Housing Authority