



Housing Choice Voucher Program & Executive Office Building
1149 E. South 11th Street
Abilene, TX 79602

For PRESS RELEASE: March 19, 2020

Abilene Housing Authority's Plan to Prevent the Spread of COVID-19

During this unprecedented time, the Abilene Housing Authority's (AHA's) primary concern is for the health and safety of our community, residents and staff. As the outbreak of the novel coronavirus (COVID-19) continues to impact Texas and the rest of the world, AHA is taking **extra precautionary** measures to limit in-person interactions as recommended by the Centers for Disease Control and Prevention (CDC) and asking partners to call, email or mail inquiries rather than visit our offices.

AHA staff will continue to work, at this time, while we are closed to the public. We encourage the community to visit our website for important operational updates and changes.

Below, AHA outlines how we will operate our Public Housing and Housing Choice Voucher (HCV) programs until further notice:

IMPLEMENTED ACTIONS FOR PUBLIC HOUSING PROGRAM/RESIDENTS

Effective Thursday, March 19, 2020, and until further notice, AHA will implement the following precautions to protect its residents:

- Suspension of notices to vacate
- Suspension of evictions for **non-criminal** activity
- Suspension of transfers, move-ins & move-outs
- Suspension of routine work orders
- Suspension of housekeeping inspections
- Suspension of late fees
- Suspension of all resident activities
- Closure of all property management offices and community rooms; residents should email or call
- Emergency work orders will require additional troubleshooting via phone call
- Existing repayment agreements will be extended
- Recertification deadlines will be extended
- Rent payments should be made by mail
- Visitors for social purposes, especially at elderly properties, are discouraged; 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 be temporarily suspended in resident units)

Residents are encouraged to call AHA during regular work hours with questions or email questions to our phinfo@abileneha.org email address and continue to watch the website (www.abileneha.org) for updates on this rapidly changing situation.

IMPLEMENTED ACTIONS FOR HOUSING CHOICE VOUCHER (HCV) PROGRAM/PARTICIPANTS

Effective **Thursday, March 19, 2020**, and until further notice, AHA will implement the following precautions to protect its participants:

- Recertification deadlines will be extended
- Closure of HCV lobby; clients should email or call
- Suspension of inspections
**The Housing Choice Voucher program reinstated the annual inspection process as of June, 2020.*
- Suspension of terminations for **non-criminal** activity
- Suspension of voucher issuance for current and new clients
- Suspension of moves and ports
- Landlord payments will continue to be processed, although, delays may occur

HCV Participants are encouraged to call AHA during regular work hours with questions or email questions directly to your caseworker or to our hcvinfos@abileneha.org email address and continue to watch the website (www.abileneha.org) for updates on this rapidly changing situation.

AHA ENCOURAGES THE COMMUNITY TO STAY INFORMED OF COVID-19

Below are some information resources on COVID-19 that AHA currently uses to stay informed about the situation and that the community can use to get information:

- **Centers for Disease Control & Prevention (CDC)** – www.CDC.gov
 - **City of Abilene Health Department** - www.abilenetx.gov/Health
 - **2-1-1 Texas A Call for Help/United Way** - www.acallforhelp.info/cms/
 - **Texas Health and Human Services** - dshs.texas.gov/coronavirus/
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This is a fluid situation that is changing daily, we thank you in advance for your continued patience, understanding and flexibility. **Please continue to watch our website for updates.**

AHA has implemented these items to ensure the safety of the communities we serve, its residents and its employees.

Sincerely,

Gene Reed
Abilene Housing Authority, CEO

