

## PUBLIC INFORMATION from Fresno Housing Authority

The Health and Safety of our residents, staff, and the community remain our top priority. As the outbreak of COVID-19 continues to impact Fresno County, Fresno Housing is taking precautionary measures to limit in-person interactions as recommended by the Centers for Disease Control (CDC) and the California Department of Public Health.

As of March 13, 2020, our offices across the city and county of Fresno are currently closed and will remain closed at least through March 31, 2020. We continue committed to serving our residents, and remote staff members are working to answer questions as quickly as possible. Limited staff members are working on some critical and emergency activities like emergency maintenance and inspections.

Please see the specific information listed below that describes how we are continuing with operations during this unprecedented and challenging time.

### ACTIONS IMPLEMENTED FOR

## HOUSING CHOICE VOUCHER (SECTION 8) AND SPECIAL PROGRAMS

Our main office and lobby at 1331 Fulton Street in Fresno is currently closed and will remain closed at least through Tuesday, March 31, 2020, in accordance with the "Shelter in Place" Order issued by the City of Fresno.

- All deadlines will be extended, including re-certifications, and RFTA/Voucher extensions.
- All annual re-certifications will be suspended and rescheduled when possible
- Staff will process interim re-certifications for loss of wages and income decreases. Delays may occur. Please email [HCVResidents@fresnohousing.org](mailto:HCVResidents@fresnohousing.org) to report these changes. You can also upload documents (clear photos or screenshots are OK) to this email address.
- Annual Inspections will be suspended until further notice.
- Initial move-in inspections or emergency inspections will be conducted as scheduled. Please email [HCVinspections@fresnohousing.org](mailto:HCVinspections@fresnohousing.org) if you have a question about inspections.
- RFTAs are still being accepted and can be submitted (scanned and emailed; clear photos or screenshots are OK) through [HCVLeasing@fresnohousing.org](mailto:HCVLeasing@fresnohousing.org).
- Voucher issuances for current and new residents are currently suspended. Our staff is working to re-start voucher issuances as soon as possible, given the current situation. Updates will be provided to clients as they are available.
- All pre-screening and orientation sessions are suspended until further notice. Staff will be contacting clients who were previously scheduled for pre-screening or orientation sessions.
- All moves and ports are currently suspended, except in the case of an emergency. Staff will be prioritizing moves for families who are experiencing emergency habitability situations. Please email [HCVResidents@fresnohousing.org](mailto:HCVResidents@fresnohousing.org) if you need to request an emergency move or port.
- Families will be granted an extension to contest terminations. Please contact [HCVResidents@fresnohousing.org](mailto:HCVResidents@fresnohousing.org) to request an extension and discuss your situation.
- Landlord payments will continue to be processed without interruption.
- The opening of the Interest List intended for Spring of 2020 has been postponed. More information will be posted when it is available.
- Answers to additional questions will be posted regularly.

### Questions?

 (559) 443-8400

 [info@fresnohousing.org](mailto:info@fresnohousing.org)

 [www.fresnohousing.org/covid](http://www.fresnohousing.org/covid)

Residents and community members can contact our office for questions.

To help you get your questions answered regarding COVID, please continue to visit our website.

## ACTIONS IMPLEMENTED FOR

# PUBLIC HOUSING, TAX CREDIT, AND OTHER FH-MANAGED PROPERTIES

Our main office and lobby at 1331 Fulton Street in Fresno is currently closed and will remain closed at least through Tuesday, March 31, 2020, in accordance with the "Shelter in Place" Order issued by the City of Fresno.

- All offices at properties throughout Fresno County will also remain closed at least through Tuesday, March 31, 2020. We will provide updates as they are available.
- All community rooms, including computer labs, are currently closed. In an emergency where you need access to community facilities, please call the emergency number 559-443-8488 or email [info@fresnohousing.org](mailto:info@fresnohousing.org)
- Emergency work orders will continue. Contact the property management emergency number to report an emergency at 559-443-8488.
- All routine work orders have been suspended until further notice.
- All housekeeping inspections have been suspended.
- Rent payments should be made online or through the Lockbox.
- Existing repayment agreements will be extended.
- All late fees have been suspended.
- All Notices to Vacate and lease violations are currently suspended.
- All Evictions for non-criminal activity are suspended.
- Move-out procedures have been revised. Please contact [info@fresnohousing.org](mailto:info@fresnohousing.org) to receive additional information or call the property management emergency number at 559-443-8488.
- All transfers, move-ins, move-outs have been suspended unless it is an emergency situation. If it is an emergency, please call the property management emergency number at 559-443-8488.
- All annual re-certifications deadlines have been extended.
- Staff will process interim re-certifications for loss of wages and income decreases. Delays may occur. Please email [info@fresnohousing.org](mailto:info@fresnohousing.org) to request an interim for loss of wages.
- Visitors for social purposes, especially at senior 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.
- Interior Pest control services will still be provided as long as possible, depending on the availability of vendors. A member of the household must be present. Protocols to protect the health and safety of both residents and contractors will be followed according to CDC guidelines.
- While we remain committed to providing supportive services to our residents and families in the long term, given the current situation due to the Coronavirus, all resident services activities, including youth activities have been temporarily suspended.
- Regular food distribution activities have been suspended. Please contact [info@fresnohousing.org](mailto:info@fresnohousing.org) if you have a situation where you need emergency support or food distribution for your family. Please also see our resources guide on our website at [www.fresnohousing.org/COVID](http://www.fresnohousing.org/COVID). Answers to additional questions will be posted regularly.

## HEALTH, SAFETY AND SOCIAL DISTANCING

We want to make sure you are served in a safe and healthy environment. Here are some ways you can help prevent the spread of COVID-19 throughout the community.

- Stay home as much as possible.
- If you have any respiratory symptoms, like a fever or a cough, self-isolate yourself and contact your health provider.
- Avoid gathering in places with more than 10 people.
- Try to keep 6 feet of distance between you and your interactions with other people.
- Avoid public play areas like parks and even play equipment at FH properties.
- Wash your hands frequently with soap and warm water for at least 20 seconds.
- Avoid touching eyes, nose, or mouth.
- Clean and disinfect frequently touched objects and surfaces using regular household cleaning spray.
- Avoid sharing drinks, eating utensils and sports equipment, even with family members.

Learn more about COVID-19 at [www.cdc.gov](http://www.cdc.gov)