

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 closed and will remain closed until further notice. We remain committed to serving our residents, and staff members are working remotely to answer questions as quickly as possible. All staff members are now online and continue to work on some critical and emergency activities like emergency maintenance, move-in inspections, and income decreases.

Please see the specific information listed below that describes how we are continuing with operations during this unprecedented and challenging time. Answers to additional questions will be posted regularly.

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 until further notice — in accordance with state and local “Shelter in Place” Orders.

- RFTA/Voucher extensions are still being granted. Staff members are responding to extension requests at HCVResidents@fresnohousing.org
- All annual re-certifications are suspended and will be processed as soon as it is practicable.
- Staff members are working remotely to process interim re-certifications for loss of wages and income decreases in the order received. Delays may occur. Please continue to email HCVResidents@fresnohousing.org to report these changes. You can also upload documents (clear photos or screenshots are OK) to this email address.
- Annual Inspections are suspended until further notice. Appointments will be scheduled as soon as we start scheduling Annual Inspections.
- Initial move-in inspections and emergency inspections are being scheduled and conducted virtually. Please email 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.
- All move requests and vacate notices received from current residents are being reviewed. Staff members are contacting residents and landlords to determine the next steps on a case-by-case basis.
- Voucher issuances for new residents are still 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 still suspended. Staff members will be contacting clients who were previously scheduled for pre-screening or orientation sessions soon.
- Families will be granted an extension to contest terminations. Please contact HCVResidents@fresnohousing.org to request an extension and discuss your situation.
- Landlord payments will continue to be processed without interruption.
- The intended opening of the Interest List originally scheduled for Spring 2020 has been postponed. More information will be posted when it is available.
- Residents do not need to report stimulus funding to Fresno Housing.

Questions?

 (559) 443-8400

 info@fresnohousing.org

 www.fresnohousing.org/covid

Residents and community members are encouraged to continue contacting our office, visiting our website, and following us on social media for more information.

ACTIONS IMPLEMENTED FOR

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

- All offices at properties throughout Fresno County will remain closed until further notice. We will provide updates as they are available.
- Although the offices are closed, staff branches are working remotely and are available to answer calls during our regular business hours.
- All community rooms, including computer labs, are currently closed. In an emergency where you need access to community facilities, please call the manager's office to make arrangements or email 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. If you need a copy of your statement, please call the office during regular business hours.
- Existing repayment arrangements will be extended.
- Residents do not need to report stimulus funding to Fresno Housing.
- All late fees have been suspended.
- All Evictions for non-payment of rent are suspended.
- Move-out procedures have been revised. Please contact rent@fresnohousing.org to receive additional information or call the office during regular business hours.
- 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 members will process interim re-certifications for loss of wages and income decreases. Delays may occur. Please email rent@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 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. 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.

- Be aware of and follow local emergency orders related to COVID-19.
- 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 ten people.
- Keep six feet of distance between you and your interactions with other people.
- Wear facial coverings.
- 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 or www.co.fresno.ca.us/departments/public-health/covid-19