

Charlottesville Redevelopment and Housing Authority “CRHA” procedures regarding the Coronavirus Disease (COVID-19)

Effective Immediately

COVID-19 is a respiratory illness that can spread from person to person. Cases in the United States began in January 2020 and continue to increase. We are committed to doing everything we can to ensure the health and well-being of our housing program participants, our staff and the public while continuing to address the housing concerns of our community. Due to concerns during this pandemic, the CRHA has enacted the changes below.

Changes to CRHA Operations for reducing person-to-person contact:

- Administrative offices open with limited access to the public except by appointment and then access will only be granted to the lobby area.
 - Staff will report to work at their regular scheduled work hours. Staff who are capable of completing their assigned tasks from home with concurrence from their supervisor will be encouraged to do so in order to improve social distancing and prevent community spread.
 - Employees that have been approved to work at home may have computer or other office equipment issued to them to complete necessary work activities only.
 - All Applications, Interim and Annual certification will be done without direct contact with staff. The packets will be mailed to families, with instructions on how to complete & return them.
 - Instructions for making income changes can be made by contacting you CRHA staff.
 - CRHA will be as flexible as possible with cut-off dates for accepting notice of COV19-related income decreases.
 - Documents and verifications (like pay stubs) may be emailed to your worker if you are comfortable doing so. We will accept screenshots and photos of documents on a temporary basis. Can't email, fax, or mail? Drop off your paperwork in the drop-box outside the Rental Office at 500 S First Street.
 - Photocopies will not be made at this time. Items can be mailed back upon request.
 - All HQS inspections on occupied units are being self-certified by the landlord/owner.
 - Work orders will only be completed in occupied units if life or safety issue.
 - **Rent statements will be mailed, NOT picked up in office.**
 - **Rent will be paid through the mail or placed in the drop box outside the Rental Office at 500 S. First ST and receipts will be mailed. Please be sure that your name and apartment number are on the payment.**
 - While the CRHA will not be pursuing evictions during this State of Emergency due to failure to pay rent for tenants who are unable to pay rent due to circumstances related to the Coronavirus pandemic, residents are still responsible for making monthly payments.
 - CRHA is committed to assisting our residents with budgeting concerns and achieving stability. Should a resident need our assistance with life issues or need help or food please contact CRHA staff.
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Questions and CRHA Contacts:

For Mailing and In-Person Drop Box: 500 South First Street, Charlottesville, VA. 22902

TTY/Telephone: 711/ 434-326-4672 Fax: 434-971-4795

www.cvillerha.com

Housing Choice Vouchers: groomst@cvillerha.com

CSRAP: jacksonla@cvilleerha.com

Asset Managers : masonj@cvilleerha.com, lamoup@cvilleerha.com and EdwardsB@cvilleerha.com

What should you do?

- If you are sick, stay home.
- Wash hands for at least 20 seconds with soap.
- Use hand sanitizer with at least 60% alcohol.
- Cover coughs and sneezes.
- Avoid touching your face.
- PLEASE seek medical help if you have symptoms including fever, cough, and shortness of breath, and isolate yourself.
- Questions call the VDH THHD COVID-19 Hotline at 434-972-6261 or visit www.VDH.virginia.gov/coronavirus
- More at cdc.gov/covid19

Please keep you and your neighbors safe by following the guidelines above

Make sure CRHA has a current, working phone number to reach you, and an email address if you have one.
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Additional Resources:

- **supportcville.com:** The Charlottesville community wants to help. Explore your options for getting money and supplies. If you have questions, you can talk to someone.
- The Charlottesville Area Community Foundation, Cville Community Cares, United Way of Greater Charlottesville, City of Charlottesville, and County of Albemarle are pleased to announce a partnership to disburse funds to households experiencing hardship due to the COVID-19 virus. This partnership will make financial payments to households in Charlottesville and the counties of Albemarle, Buckingham, Fluvanna, Greene, Louisa, Nelson, and Orange. The partnership will begin receiving requests for support today, March 23, 2020. Anyone experiencing hardship as a result of the COVID-19 virus and its economic impacts can call **(434) 234-4490** between 9am-5pm, Monday-Friday. Multiple languages are available.
- The Cville Community Cares team is also providing material support through grocery delivery and prescription delivery. The form to request support is bit.ly/cvilledelivery.

PLEASE VISIT OUR WEBSITE AT WWW.CVILLERHA.COM FOR CONTINUING UPDATES.