

Lenoir Housing Authority

431 Vance Street NW  
Lenoir, NC 28645  
(828) 758-5536

**LHA's COVID-19 Office Closure Information**

June 16, 2020

Dear LHA Residents and Participants:

The Lenoir Housing Authority is monitoring information provided by the Department of Health and Human Service (DHHS) and Centers for Disease Control while concerns continue to grow over the spread of the Coronavirus (COVID-19).

Due to Social Distancing and to reduce person to person contact the LHA office will be closed to the public until further notice.

We are committed to ensuring the health, wellbeing and safety of our residents and are taking precautionary measures by asking residents to call or email staff who may be able to provide assistance without the need to visit our offices in person. We are limiting, cancelling, or postponing community events; conducting most business via telephone, mail' prioritizing emergency and urgent work orders and postponing routine repairs, especially in a home with an ill person. By handling appointments by phone and receiving drop-off payments in our drop box, we will be able to continue to meet the needs of our residents and clients while also helping to protect our staff as well as the community at large.

**Staying Home if Sick**

Lenoir Housing Authority has instructed all staff who are ill, or have an ill family member, not to come to work until they have been symptom free for three (3) days.

**Social Distancing**

- LHA is reducing person-to-person contact by allowing all recertifications and meetings to be done by email, phone or any other type of communication readily available to our residents.
- LHA is postponing non-essential meetings and encouraging staff to conduct meetings as much as possible by telephone or online.

- LHA is requesting that residents conduct business with LHA by phone or online whenever possible.

### **Interim Recertifications**

If a resident has experienced a financial hardship, such as loss of employment or decrease in hours please inform LHA immediately. As always, we request third-party verification such as letter stating that you are being furloughed or laid-off, letter or email from your employer stating that you no longer are employed by the company, a completed employer termination form provided by the LHA.

### **Recertification**

Effective until further notice, all recertification and interim recertification appointments will no longer be held in person. Recertification appointment letters will include a date that all documents required to complete your recertification are to be turned in by. LHA staff will contact residents via phone or email with any follow up questions or requests for additional information. Once the recertification has been completed your recertification packet will be delivered to your home. You and all adults in the household will sign the documents and return the packet to the secure drop box located at the LHA office.

LHA residents with questions about their recertification packets are encouraged to contact LaKeyla or Nicky at (828) 758-5536.

### **Maintenance**

- Effective until further notice, all annual inspections are suspended.
- Residents are asked to notify staff of a suspected illness in the event that a repair is anticipated.

As always, we are still committed to providing exceptional customer service. Our goal is to assist you and your well-being by putting you at ease as little disruption as possible.