

NEWPORT NEWS REDEVELOPMENT AND HOUSING AUTHORITY ACTION AND OPERATIONS PLAN

COVID-19 NOTICE TO NNRHA RESIDENTS, SECTION 8 CLIENTS AND LANDLORDS

Due to concerns regarding the coronavirus (COVID-19) pandemic, NNRHA has closed its administrative offices to the general public. 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 serve the housing needs of the Newport News community. We will follow these operations until further notice.

INCOME CHANGES – NNRHA Owned Properties

- **Income decreases** (reduced hours, loss of employment) and increases can be reported by telephone, scanned, fax or dropped off (Drop Box) at the rental office. The decrease will become effective in the following month. If you do not receive a response from us within a week, please let us know that a change has been reported and a rent adjustment is needed.

INCOME CHANGES – Section 8

- **Income decreases** (reduced hours, loss of employment) and increases can be reported by telephone, scanned or fax. The decrease will become effective in the following month. If you do not receive a response from us within a week, please let us know that a change has been reported and a rent adjustment is needed. Please call 757-928-6060 if you need to speak with a staff person.

RECERTIFICATIONS

- Property Managers will drop off recert packages to NNRHA tenant apartments which will provide instructions on how to communicate any questions.

- Section 8 recert packages will be mailed to clients and can be returned by mail or email. Information will be contained in the package on how to contact staff.
- NNRHA will not penalize clients for delayed information as long as appropriate efforts are being made.

RENT PAYMENTS

- NNRHA tenants' rent payments should be mailed or dropped off at your rental office. Please use an envelope with your name and address so that the rental payment is correctly applied to the account. The drop off box will be emptied daily. Rental payments may also be mailed to our main office at NNRHA, P. O. Box 797, Newport News, VA 23607.
- We encourage all Section 8 clients to keep their rent current.
- All lease terminations, Section 8 Program terminations and **evictions are being suspended except those that involve criminal activity.** NNRHA is encouraging Section 8 landlords to suspend evictions as well.

NEW APPLICANTS

- NNRHA will continue to process new applications for housing through telephone, fax or scan. Section 8 new move ins will continue.

WORK ORDERS

- Property managers will continue to address 24-hour emergency work orders. Tenants should continue to call in work orders so that emergencies can be addressed and all work prioritized.
- We will continue to complete emergency work orders, but if anyone in the unit is sick or exhibiting symptoms of COVID-19, please let us know so that we may take extra precautions. We will not be completing nonemergency work orders that involve entering individual occupied

units until further notice. However, please continue to notify us of any work order related needs, and we will determine if it rises to the level of an emergency. If not, we will respond as soon as it is safe to do so without compromising health and safety.

- NNRHA is cleaning and sanitizing common areas in our senior buildings on a stepped-up schedule. We encourage staff and clients to follow Center for Disease Control (CDC) www.cdc.gov guidelines regarding social distancing and sanitation practices so as to avoid transferring viruses to themselves or others. This includes frequently washing hands, using hand sanitizer, cleaning surfaces and disposing of used tissues.

SECTION 8 HAP PAYMENTS AND UTILITY REIMBURSEMENTS

- NNRHA will continue to process Section 8 Landlord Housing Assistance Payments (HAP) and tenant utility reimbursements.

INSPECTIONS

- Section 8 annual inspections are being temporarily suspended. Landlords will not be penalized and HAP payments will be processed on schedule.
- Public Housing and RAD Preventive Maintenance inspections are being temporarily suspended.

RESIDENT COUNCIL MEETINGS

- All tenant council, in person, meetings are being suspended.

COMMUNICATION

- NNRHA will continue to advise tenants with newsletters and flyers as a form of communication on changes to the agency operations and provide precautionary information about COVID-19.

SOCIAL DISTANCING

- We are requesting all tenants and section 8 clients **respect the six-foot social distancing requirements** when dealing with other tenants or NNRHA staff. This includes **frequently washing hands and disposing of used tissues.**

ADDITIONAL INFORMATION

- We will post any changes to this plan on our website: www.nnrha.com
- Please refer to our monthly News and Neighbors newsletter for ongoing information.
- Should a client need our assistance with any life issues or have a food need, do not hesitate to reach out to our Family Investment Center at 928-3680.
- Link to City of Newport News COVID-19 site: www.nngov.com