

Housing Authority of the City of Frostburg

COVID-19 Response Plan

MARCH 2020

HACF Contact Information

Housing Authority of the City of Frostburg
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**Effective March 17, 2020 at 4:00 PM the office will be closed to the public.
Business will continue to be conducted via phone and e-mail.**

Sources for Factual Information on Coronavirus or COVID-19

The Housing Authority of the City of Frostburg (HACF) continues to monitor the current viral outbreak formally known as the Coronavirus or COVID-19. This is a constantly changing situation, we are taking this very seriously and have developed a Response Plan that outlines changes to the delivery of services to applicants, and residents. There are many sources of factual information concerning the virus and can be found at the following websites:

Allegany County Government

<https://gov.allconet.org/AlertCenter.aspx>

The Center for Disease Control

<https://www.cdc.gov/COVID19>

The World Health Organization

www.who.int/health-topics/coronavirus

The National Institutes of Health

www.nih.gov/health-information/coronavirus

Johns Hopkins University

<http://www.centerforhealthsecurity.org/resources/COVID-19/index.html>

Changes to Daily Business at HACF

It is human nature during times like this to want to be overly cautious and react in a manner we feel is justified to protect ourselves and our families. We should be cautious and take prudent measures to protect ourselves, our residents and those we work with every day. This plan provides guidance as to how the HACF can continue our work while be cautious and respectful of this serious health issue facing our community. Our goal will be to limit the exposure of the virus to our employees and residents and to prevent the further spread of the virus.

1. All currently scheduled appointments are cancelled until further notice and will be rescheduled at a later date.
2. All inspections and maintenance repairs will be temporarily suspended until further notice.
 - a. Move-In and Move Out inspections will be conducted as needed
 - b. Emergency Health and Safety work orders will continue on an as needed basis.
3. External inspections and maintenance work will continue as scheduled.
4. We are encouraging residents to conduct all business by phone, drop box, e-mail and mail. Please call to report any changes and follow-up with verifications via email, drop box or mail (*Please note, your obligations under a lease remain unchanged*).
 - a. If you call into the office please leave a detailed message regarding the reason for your call. DO NOT CALL CONTINUOUSLY UNTIL THE PHONE IS ANSWERED. The voicemail is checked regularly and a follow- up call will be made if necessary.
 - b. Do not call the Maintenance Department if you are unable to reach office personnel unless it is a Health and Safety Emergency. The after-hours numbers remain for afterhours emergency use.
 - c. E-mail correspondence can be sent to admin@frostburghousing.org and a timely response will be issued
5. A new texting and voice call system is being set up to share relevant alerts. The number for calls and texts will be 1-844-204-3254, please add to contacts in your phone. You will need to OptIn to receive alerts. **Please email admin@frostburghousing.org with updated phone numbers and email address if you would like to be added to the new system for communication.** If you do not have email or a cell phone with texting capabilities, we can call a landline.
6. The option for **online payments** is underway and will hopefully be available for rent payments the beginning of April (*this is tentative and more information will follow*).
7. **RENT PAYMENTS:** While the office is closed to the public, we strongly encourage rent to be paid via personal check, cashier's check, money order and mailed or placed in the drop box. Receipts will be mailed. If you must pay with cash please put in a sealed envelop in the drop box and your information on the envelope and amount enclosed.
8. Public access to HACF applications for housing will be accessed online at the Housing Authority website. The completed applications, may be mailed, faxed or e-mailed.
Updates will be posted to the HACF website: www.frostburghousingauthority.com

Ashley Richards, MSW, C-PHM
Executive Director