

## **COVID-19 Action Plan**

**March 24, 2020 (Updated 6/14/2021)**

### **A Message from Executive Director Denise G. Miller:**

The Snyder County Housing Authority (SCHA) has closed its administrative office to the general public due to concerns regarding COVID-19. Closing our offices does not mean the SCHA is closed. We remain committed to our mission and the individuals and families we serve. As much business as possible will be conducted by telephone and other electronic means. The SCHA will continue to respond as needed to emergency situations. Until further notice, we will adhere to the following Action Plan. You will be updated of any changes to this plan.

#### **1. Contact information**

- **Telephone:** 570-837-3979
- **Website:** [www.SnyderHA.org](http://www.SnyderHA.org)
- **Email:** [info@SnyderHA.org](mailto:info@SnyderHA.org)
- **Fax:** 570-837-0575

#### **2. Public Housing – Shade View Apartments**

##### **Applicant Interviews:**

- Applications are available at the SCHA office in the outside Document Box.
- There are no further in-person intake appointments. Once scheduled, applicants will be mailed an intake packet, or it can be downloaded from the website at <https://www.snyderha.org/wp-content/uploads/2021/04/APPLICANT-INTERVIEW.pdf> and a supplement, found at [https://www.snyderha.org/wp-content/uploads/2021/04/SHADE-VIEW-INTERVIEW-EXTRA\\_S.pdf](https://www.snyderha.org/wp-content/uploads/2021/04/SHADE-VIEW-INTERVIEW-EXTRA_S.pdf)
- Interviews are conducted by telephone.

##### **Annual Recertification/Interim Recertifications:**

- There are no further in-person appointments.
- Annual recertifications will be conducted by telephone. Packets will be delivered to residents. Information can be submitted by mail slot, email or fax.
- Interim recertifications will continue to be processed with income decreases receiving priority. Report changes via mail slot, email, fax, or telephone. Provide supporting documentation with your change. Change forms are available at the SCHA in the outside Document Box.
- Should a response not be received from SCHA within ten business days, **please contact us** to let us know that a change has been reported and a rent adjustment is needed.

##### **Rental Payments**

- All rental payments should be made through the mail slot at the SCHA office. Make sure to

use an envelope that is clearly marked with your name and address.

#### **Evictions**

- We are adhering to the Eviction Moratorium issued by the CDC. This Moratorium expires on June 30, 2021. While we will not pursuing evictions for failure to pay rent during this pandemic, residents are still responsible for making monthly payments. Late charges will continue to be applied, and eviction will be pursued when we are able to do so. Please keep us informed of any issues you may be having. We will assist as much as we can or make referrals for life issues or if you have a food need. Please contact us by telephone.

#### **Resident Hearings:**

- There are no in-person denial hearings, they will be conducted by telephone.
- Applicants may appeal their denial by submitting via fax, email or U.S. Mail, a written explanation of why their denial should be overturned, along with any supporting documentation.

#### **Lease Signings for New Tenants:**

- Lease signings will be conducted by phone.

#### **Inspections and Accessing of Units:**

- All routine annual inspections will be postponed until further notice.
- Life and Safety inspections will be conducted by staff as needed.

#### **Transfers:**

- Reasonable Accommodations/Emergency Transfers will continue as permitted

#### **Resident Work Orders:**

- We will only complete emergency works orders; however, if anyone is sick or exhibiting symptoms of COVID-19, you must let us know so that we may take extra precautions.
- Existing work orders that involve entering individual units will be postponed until further notice.
- Continue to report all work orders. Maintenance requests may be made only via phone, fax, email. Contact staff cell numbers for emergencies only.
- Construction work will continue based upon the scope of the work.

### **3. Section 8 Housing Choice Voucher HCV Program**

#### **Applicant Interviews:**

- Applications are available at the SCHA office in the outside Document Box.
- There are no in-person intake appointments. Once scheduled for an interview, an interview packet will be mailed or can be downloaded at <https://www.snyderha.org/wp-content/uploads/2021/04/APPLICANT-INTERVIEW.pdf>
- Verifications and supporting documentation must be mailed, faxed or emailed.

#### **Briefings:**

- Briefings will be held both by telephone and by watching a video on the website.

#### **Annual Recertification/Interim Recertifications:**

- There are no in-person appointments.
- Annual recertifications will be conducted by telephone. Packets will be mailed to participants. Information can be submitted by mail slot, US Mail, email or fax. Recertification forms can also be downloaded at <https://www.snyderha.org/wp-content/uploads/2021/04/SECTION-8-ANNUAL-RECERTIFICATION-PACKET.pdf>
- Interim recertifications will continue to be processed with income decreases receiving priority. Report changes via US Mail, email, fax, or telephone. Provide supporting documentation with your change. Change forms are available at the SCHA in the outside Document Box or by downloading from the website at <https://www.snyderha.org/wp-content/uploads/2021/05/CHANGE-FORM.pdf>
- Should a response not be received from SCHA within ten business days, **please contact us** to let us know that a change has been reported and a rent adjustment is needed.

#### **Inspections of assisted units:**

- Inspections are being conducted as usual.

#### **Evictions**

- Section 8 participants are still responsible for making their monthly payments. Late charges will continue to be applied, and eviction could be pursued when landlords are able to do so. The key is to keep your landlord informed, and make sure you are reporting income changes to the SCHA. Please keep us informed of any issues you may be having. We will assist as much as we can or make referrals for life issues or if you have a food need. Please contact us by telephone.

#### **4. Resident Informational Links and Community Resources:**

Please refer to our website at [Resources | Affordable Housing | Snyder County Housing Authority \(snyderha.org\)](https://www.snyderha.org)