

March 18, 2020 - EFFECTIVE IMMEDIATELY - UNTIL FURTHER NOTICE

All Troy Housing Authority Management Offices will not be open for walk-in visits.

Troy Housing Authority staff will be available by telephone and accepting documents by fax or email whenever possible (see phone and fax numbers in the letterhead). If you do not know the email address for your worker you can email to info@troyhousing.org. Please include your name, your address and the name of your worker in the email.

For rent collection, you may call in your credit card payment OR you may leave a check or money order in the Rent Collection Box. Receipts will be sent out to your apartment the following day.

Measures the THA is taking during apartment visits

Generally, non-emergency repairs will be deferred until the current pandemic subsides

For an emergency repair (e.g., gas/water leaks, stoppages, etc.) THA staff will ask if anyone in the household has a fever, cough, or shortness of breath or is confirmed to have COVID-19. If any resident answers "yes" to this question, s/he will be asked to:

- 1) Remain in a separate room (where possible) with the door closed until the emergency repair is completed; or
- 2) Maintain at least a six-foot distance from staff until the emergency repair is completed if a separate room is not available.

For a non-emergency visits (e.g. inspections, delivery, etc.), THA staff will ask questions above. Any resident that answers "yes" to this question will be asked to reschedule the visit in 14 days or when everyone is feeling better by calling the Site Office.

If you choose not to answer the questions and/or choose not to follow the above instructions, THA will reschedule the appointment.

Please be aware that THA staff visiting your apartment to perform repairs may choose to wear masks or gloves while working in your apartment. They also may ask you to remove any of your belongings that are in the way of completing a repair and they may ask you to operate appliances or switches within your apartment to limit their contact. They also may ask to open windows in your apartment to increase ventilation during the repair.

We are taking these important steps to keep our communities safe. We will continue to provide you with updates on COVID-19 / Corona Virus as they develop.

**IMPORTANT – PLEASE READ
CORONA VIRUS UPDATE**