



Greensboro Housing Authority
450 North Church Street
Greensboro, North Carolina 27401
Telephone 336-275-8501

Office
Chief Executive Officer

To: Greensboro Housing Authority Residents

From: Tina Akers Brown, President and CEO *TAB*

Date: March 17, 2020

RE: Coronavirus Disease 2019 (COVID-19)

The Greensboro Housing Authority (GHA) prioritizes the health and safety of our communities and wants to ensure the well-being of GHA residents and staff.

Along with much of the world, we are closely monitoring the rapidly unfolding news of the Coronavirus Disease 2019 (COVID-19) pandemic. It is a respiratory disease caused by SARS-CoV-2 virus. At Greensboro Housing Authority we strive to take great care of the people in our communities, in which we serve from staff to residents in our 20 communities.

The safety and health of our community including those we serve and our dedicated staff is always of utmost importance to us. As such we are taking concerns associated with COVID-19 very seriously and are closely monitoring this rapidly evolving situation. We are following the advice of the Centers of Disease Control (CDC) and want to keep you informed of steps we are taking to help prevent the spread of the virus. The following are the personal hygiene advice made by the CDC:

- Wash your hands, FREQUENTLY, with warm water and soap for at least 20 seconds.
- Cover your mouth with tissue whenever you sneeze and discard used tissues in the trash.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are ill.
- We have heightened our cleaning and disinfecting procedures and ask that you help by cleaning frequently touched surfaces

- We encourage you to go to the CDC website www.cdc.gov, GHA's website at <http://www.gha-nc.org/residents/covid-19/default.aspx>, or follow GHA's Twitter account: @gha450 for additional information.

We hope that all residents understand that these are unusual times in our City, the Country and the World. As such certain precautions will be taken to guard against the spread of COVID-19. There will be a certain amount of inconvenience for you as well as our staff, which we will try to limit as much as feasible.

We are strongly encouraging anyone that has mild to severe respiratory illness with fever, cough and difficulty breathing to stay home and call your healthcare provider for guidance. Do not just show up at the doctor's office or emergency room. Additional information will be provided as available.

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Coronavirus (COVID-19) Resident Action Plan
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The Greensboro Housing Authority (GHA) prioritizes the health and safety of our communities, and wants to ensure the well-being of our residents and staff. GHA is asking our residents and partners to call, email, or submit inquiries online rather than visit our offices.

**IMPLEMENTED ACTIONS FOR PROJECT BASED VOUCHER (PBV)/ PUBLIC HOUSING RESIDENTS
(Non-High Rise Communities)**

Effective Tuesday, March 17, and until April 17, GHA will implement the following precautions for the health and safety of GHA residents and staff:

- Delay in filling evictions for non-criminal activity.
- Delay of performing routine work orders.
- Postponement of housekeeping inspections.
- HQS inspections will continue unless suspended by vendor.
- Suspension of all resident activities, including Resident Council, Youth Activities, and Resident Council President Meetings.
- Closure of ALL community rooms until further notice.
- Closure of ALL computer labs except for educational purposes ONLY as coordinated with Guilford County Schools.
 - Usage of the lab for educational purposes will be restricted to 10 students at a time or less.
 - Each student will be limited to 1 ½ hours of computer usage per day.
 - If discovered that a student is not utilizing the computer for educational purposes, they will be asked to leave.
- Emergency work orders will continued to be performed.
- Recertification will be conducted via mail, email, or telephone. Final completion of recertification will be completed by appointment only.
- Rent payments should be made either online or by mail to Greensboro Housing Authority to 450 N. Church Street, Greensboro, NC 27401.
- Visitors for social purposes, especially at elderly properties, are discouraged; medically-related visitors and caregivers may continue to visit residents.
- Pest control services will be conducted on the exterior of buildings and common areas.
- Pest control services will continue for residential units, unless suspended by vendor.
- Move-ins will be conducted using recommended 6 feet social distancing guidelines.
- Residents are encouraged to visit GHA's website at <http://www.gha-nc.org/residents/covid-19/default.aspx>, or follow GHA's Twitter account: @gha450.

IMPLEMENTED ACTIONS FOR HALL TOWERS and GATEWAY PLAZA RESIDENTS (Senior High Rise Communities)

Effective Tuesday, March 17, and until April 17, GHA will implement the following precautions for the health and safety of GHA residents and staff:

- Please refer to the same implemented actions above for PBV/Public Housing Residents with the exception:
 - ALL lobbies and common areas will be restricted to **10** residents at a time. Limit of 2 hours per day per resident.
 - NO guest or visitor is allowed in the lobbies or common areas.
 - Visitors for social purposes, especially at elderly properties, are discouraged; medically-related visitors and caregivers may continue to visit residents.

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- Closure of ALL computer labs.

IMPLEMENTED ACTIONS FOR HOUSING CHOICE VOUCHERS (SECTION 8) RESIDENTS

Effective Tuesday, March 17, and until April 17, GHA will implement the following precautions for the health and safety of GHA residents and staff:

- All residents will be contacted directly by their caseworker to obtain updated contact information (cell numbers, email address, etc.).
- Recertification, Interim, Portability and Moving appointments will be conducted via mail, email, or telephone.
- All inspections will be suspended with the exception of initial inspections, provided the unit is vacant.
- Landlord payments will continue to be processed, but delays may occur.
- HAP contracts will be scanned and emailed to the landlord.
- If needed, client meetings will be conducted, and the recommended 6 feet social distancing guidelines will be utilized.
- Residents are encouraged to visit GHA's website at <http://www.gha-nc.org/residents/covid-19/default.aspx>, or follow GHA's Twitter account: @gha450.

STAY INFORMED

Public health officials are readily available and sharing information often.

Centers for Disease Control and Prevention

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

NC Department of Health and Human Services

dshs.ncs.gov/coronavirus/

Guildford County Health Department

<https://www.guilfordcountync.gov/our-county/human-services/health-department>

Ready NC App

Download the Ready NC App to receive updates on COVID-19.

Thank you in advance for your patience, understanding, and flexibility during this challenging time. GHA hopes the changes outlined above will protect our residents and staff as we seek to minimize the virus impact on the larger Greensboro community.