



Housing Authority of San Angelo
420 East 28th Street
San Angelo, TX 79603

Housing Authority of San Angelo response Plan for COVID-19

In response to state and national requests to increase social distancing, the Housing Authority of San Angelo's (HASA) primary concern is for the health and safety of our community, residents and staff. As the outbreak of the novel coronavirus (COVID-19) continues to impact Texas and the rest of the world, HASA is taking **extra precautionary** measures to limit in-person interactions as recommended by the Centers for Disease Control and Prevention (CDC) and asking partners to call, email or mail inquiries rather than visit our offices.

HASA staff will continue to work, at this time, while we are closed to the public. We encourage the community to visit our website for important operational updates and changes.

Below, HASA outlines how we will operate our Public Housing and Housing Choice Voucher (HCV) programs until further notice:

IMPLEMENTED ACTIONS FOR PUBLIC HOUSING PROGRAM/RESIDENTS

Effective Friday, March 20, 2020, and until further notice, HASA will implement the following precautions to protect its residents:

- Suspension of notices to vacate
- Suspension of evictions for **non-criminal** activity
- Suspension of transfers, move-ins & move-outs
- Suspension of routine work orders
- Suspension of housekeeping inspections
- Suspension of late fees
- Suspension of all resident activities
- Closure of all property management offices and community rooms; residents should email or call
- Emergency work orders will require additional troubleshooting via phone call
- Existing repayment agreements will be extended
- Recertification deadlines will be extended
- Rent payments should be made by mail
- 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 be temporarily suspended in resident units)

Residents are encouraged to call HASA during regular work hours with questions. For contact information please visit our website at www.sanangelpha.com or for updates on this rapidly changing situation.



IMPLEMENTED ACTIONS FOR **HOUSING CHOICE VOUCHER (HCV)** PROGRAM/PARTICIPANTS

Effective Friday, March 20, 2020, and until further notice, HASA will implement the following precautions to protect its participants:

- Recertification deadlines will be extended
- Closure of HCV lobby; clients should email or call
- Suspension of inspections
- Suspension of terminations for **non-criminal** activity
- Suspension of vouchers issuance for current and new clients
- Suspension of moves and ports
- Landlord payments will continue to be processed, although, delays may occur

HCV Participants are encouraged to call HASA during regular work hours with questions or email questions directly to your caseworker's email address and continue to watch the website (www.sanangelopha.com) for updates on this rapidly changing situation.

HASA ENCOURAGES THE COMMUNITY TO STAY INFORMED OF COVID-19

Below are some information resources on COVID-19 that AHA currently uses to stay informed about the situation and that the community can use to get information:

- **Centers for Disease Control & Prevention (CDC)** – www.CDC.gov
- **2-1-1 Texas** - www.211texas.org
- **Texas Health and Human Services** - dshs.texas.gov/coronavirus/

This is a fluid situation that is changing daily, we thank you in advance for your continued patience, understanding and flexibility.

HASA has implemented these items to ensure the safety of the communities we serve, its residents and its employees.

