



# Havre de Grace Housing Authority

March 18, 2020

## To Our Tenants:

It is human nature during times like this to be cautious and take prudent measures to protect our residents, ourselves and those we work with every day. This notice provides guidance as to how HDGHA will continue our work while being 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, classes and activities are cancelled until further notice.
2. All non-essential inspections 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 unit maintenance work will continue as scheduled.
4. The office will not be open for walk-ins. We will be staffed Monday-Friday from 8a to 5p and 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. The after-hours Maintenance Emergency number should be used for afterhours emergency use. 443-807-0911
  - c. E-mail correspondence can be sent to [info@hdgha.org](mailto:info@hdgha.org) and a timely response will be issued
5. A new texting system is being set up to share relevant alerts. To Opt-In to receive alerts, text "HDGHA" to 1-833-560-0407. Please add this number to contacts in your phone. Please email [info@hdgha.org](mailto:info@hdgha.org) with updated phone numbers and email addresses if you would like to be added to our system for communication. If you do not have email or a cell phone with texting capabilities, we can call a landline.
6. **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 delivered.
8. Public access to HDGHA applications for housing can be accessed online on the Housing Authority website as well as from a box on our front door. The completed applications may be returned by mail, fax or e-mail.

Updates will be posted to the HDGHA website: [www.hdgha.org](http://www.hdgha.org)