



Bristol Redevelopment and Housing Authority's COVID-19 Action and Operations Plan March 20, 2020

Due to concerns regarding the novel coronavirus (COVID-19) pandemic, the Bristol Redevelopment and Housing Authority has **closed its administrative offices to the general public**. We are committed to doing everything we can to ensure the health and well-being of our housing program participants, our staff, and the public while continuing to serve the housing needs of the Bristol community. We did not make this decision lightly but feel we need to observe the following limited operations until further notice:

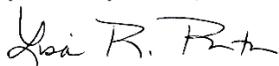
COVID-19 Action Plan

- **Applications** for public housing, housing choice voucher, and tax credit programs will be taken via telephone appointments. Please call our main line at 276-642-2001 during business hours for assistance.
- All routine annual **inspections** will be suspended until further notice. Any life and safety inspections will be conducted by staff as needed. Initial lease-up inspections for the Housing Choice Voucher Program will not be scheduled for the remainder of the current month unless the unit has been vacant for a minimum of 72 hours.
- **Income changes** will continue to be processed with income decreases receiving priority. If any client experiences a change in income, we encourage them to report it via email to income_changes@brha.com. Changes may also be reported via fax (276-642-2015) or by calling (276-642-2001). Should a response not be received from us within a week, please let us know that a change has been reported and a rent adjustment is needed.
- **Annual recertifications for all programs, voucher briefings, and voucher issuances** have been postponed for the next 30 days. We will continue to **rent apartments** and will contact families directly for move-ins as units become available. Those wishing to **move out** may leave keys in the unit and let us know via phone, email, or fax.
- While we will not be pursuing **evictions** due to failure to pay rent during this national emergency, residents are still responsible for making monthly

payments. Late charges will continue to be applied, and evictions will be pursued when we are able to do so. However, BRHA is committed to assisting its residents with budgeting concerns and achieving stability. Should a client need our assistance with any life issues or have a **food need**, do not hesitate to reach out to our Resident Services Department. Call Lynn or Tracy at 276-821-6270 or Vickie at 276-821-6269. We are here to help!

- **Rent drop boxes** have been added in three locations to assist our residents with social distancing: outside our main office at 809 Edmond Street and near the elevators at both Stant Hall and Jones Manor. We ask residents to deposit only checks or money orders and to use an envelope that contains name and apartment address so that credit is correctly applied to the account. These boxes will be emptied daily. Receipts will be mailed for all payments received. Of course, the options are always available to mail rental payments to our main office or to pay at Regions Bank via the drive thru.
- We will continue to complete emergency **work orders**, but if anyone in the unit is sick or exhibiting symptoms of COVID-19, please let us know so that we may take extra precautions. We will not be completing nonemergency work orders that involve entering individual units until further notice. However, please continue to notify us of any work order related needs, and we will determine if it rises to the level of an emergency. If not, we will respond as soon as it is safe to do so without compromising health and safety. Work orders may be called into 276-642-2006 at any time.
- BRHA is now **cleaning and sanitizing** common areas on a stepped-up schedule. We encourage staff and clients to follow CDC guidelines regarding social distancing and sanitation practices so as to avoid transferring viruses to themselves or others. This includes frequently washing hands, using hand sanitizer, and disposing of used tissues.

We know the COVID-19 virus is causing great concern and want you to know that we share that concern. BRHA is taking the situation very seriously and is closely monitoring developments. We will adjust our operations further as needed and will keep you informed of any additional changes, we may make to protect our housing participants, our staff, and the public.



Lisa R. Porter
Executive Director/CEO

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