

COVID-19 Protocol

Re-Opening PHASE I, (Implemented 06-01-2020)

Safety

1. All residents should continue to wash their hands on an ongoing basis throughout the day using CDC-recommended method. Wash the entire hand for at least twenty seconds using soap and water.
2. Use gloves or paper towel when refueling any vehicle.
3. Social distancing rules (6 Feet) remain in effect.

Schedule

1. All manager schedules will remain the same until at least June 15, 2020.
2. The situation will be reassessed prior to June 15, 2020, and we will announce when manager's schedules change.

Opening of the Offices

Central Office

1. The front door of the Central Office at Beltline will be open during regular hours.
2. Visitors may use the window to the inner office.
3. Office personnel may not enter the lobby area during working hours if a visitor is in the lobby.
4. Letting any residents into the inner offices will be highly discouraged. If it is absolutely necessary, the resident and the employee must wear gloves and a mask (provided by GHA, if necessary). The employee who made the appointment will take the temperature of the resident with a non-contact thermometer, and then they will take their own temperature and show it to the resident. Any temperature by either party that exceeds 99.9 degrees should end the meeting immediately. Social distancing and non-contact rules will be strictly enforced. A complete cleaning will be performed by the employee who made the appointment after the resident exits.
5. We will resume the taking of applications when we go back to full staff under Phase II of the re-opening.

(see back)

Property Offices

1. Tall baby gates have been installed at each office door to prevent residents from coming directly into the office. They will remain closed during office hours.
2. Residents may call the property offices to make an appointment to see the manager.
3. Rent changes may still be performed by telephone and self-certification.
4. If it is absolutely necessary to bring a resident into the building, the resident and the employee must wear gloves and a mask (provided by GHA, if necessary). The manager should take the temperature of the resident with a non-contact thermometer, and then take their own temperature and show it to the resident. Any temperature by either party that exceeds 99.9 degrees should end the meeting immediately. Social distancing and non-contact rules must be strictly enforced. A complete cleaning must be performed by the manager after they exit.
5. Letting any visitors into the inner office at the property is prohibited. The visitor should always be on the outer side of the gate at the office door.

Maintenance

1. Emergency and critical work orders will be prioritized. Non-essential work orders may be postponed.
2. Maintenance personnel will use all safety precautions, including wearing gloves when entering a dwelling unit. Masks are recommended. Personnel should keep at least a distance of six (6) feet from anyone in the unit. Personnel are instructed to ask whether or not anyone in the unit is sick. A prudent judgement call may be made by the personnel as to whether or not to enter the unit. If the unit is not entered, it will be reported to the property manager as soon as possible.
3. Maintenance will remain on the same team schedule until further notice. We are in hopes of going back to a full schedule by June 15, 2020.

Rent

1. Rent continues to be due on the first day of the month.
2. Late charges and court costs will not be applied to residents' accounts until further notice.
3. Past due rent is not, and will not be forgiven. Any balance that is accumulating is still due.
4. HUD has instructed every housing authority across the country that after July 24, 2020, any and all rent that is past due may be collected, or court action, including eviction for non-payment of rent can then be pursued in court.
5. Please report any reduction in hours worked, or loss of job to your manager by telephone right away.