



## HOUSING AUTHORITY OF THE CITY OF BASTROP

PO Box 707 (mailing), 502 Farm Street (physical), Bastrop, TX 78602

PH: 512-321-3398 TTY: 1-800-735-2989 FAX: 512-303-0568

*The Owner does not discriminate against persons with disabilities*

March 23, 2020

### **Bastrop Housing Authority's Updated Plan to Prevent the Spread of COVID-19**

During this unprecedented time, the Bastrop Housing Authority's (BHA's) primary concern is for the health, safety and wellbeing of our clients, partners, staff and the community. As the outbreak of the novel coronavirus (COVID-19) continues to impact Texas and the rest of the world, BHA is taking **extra precautionary** measures to limit in-person interactions as recommended by the Centers for Disease Control and Prevention (CDC) to help minimize the spread of infection. BHA instructs applicants, tenants, landlords, community partners and the general public to contact us by phone or email rather than visit the office.

BHA office and community rooms initially closed to the public on March 17, 2020 and will remain closed until further notice. BHA staff will continue to work, at this time, while we are closed to the public. Below, effective March 23, 2020, BHA outlines how we will operate our Public Housing, Piney Creek North and Housing Choice Voucher (HCV) programs until further notice:

#### **FOR PUBLIC HOUSING AND PINEY CREEK NORTH TENANTS**

- ❖ Recertification process will be modified. All recertifications will be done by U.S. Mail, email or documents may be deposited in the drop box at BHA office until further notice. Recertification deadlines may be extended if determined necessary.
- ❖ All in-office appointments, hearings and meetings are suspended.
- ❖ Rent and other payments must be mailed to BHA at PO Box 707, Bastrop, Texas 78602 or may be placed in the payment drop box outside BHA's office located at 502 Farm Street, Bastrop, Texas 78602. *Please pay with check or money order and retain record of payment until receipts can be mailed.*
- ❖ Suspension of Notices to Vacate and lease violations
- ❖ 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
- ❖ Existing repayment agreements will be extended
- ❖ For all other activities, staff will communicate with you as needed to request documents by mail or email and will communicate with you when it is determined that in-person appointments can resume.
- ❖ Suspension of non-emergency work orders and routine work orders (including filter changes and pest control services), until BHA's offices reopen to the public
- ❖ Work orders will be completed on an emergency basis only and may require additional troubleshooting via phone prior to maintenance staff being dispatched. **A maintenance emergency is defined as a condition that if not repaired promptly, could cause injury, threaten health or cause serious property damage, such as: Fire, Broken Gas Line or Leak, Broken Water Lines or Leaks (fast flowing) or Flooding, Heating System Failure, Power Failures or Electrical Hazards, Sewer Failures, Water Heater Failure, Refrigerator Failure, Building Penetrations (broken windows, broken exterior doors, roofs, exterior walls, etc), Human Entrapment (child locked inside) or Lockout After-Hours or other conditions that might cause harm to the Resident or damage to the property.**
- ❖ Visitors for social purposes, especially at elderly properties are discouraged. Medically related visitors and care givers may continue to visit residents unless restrictions are issued by official local, State or Federal sources.

## FOR HOUSING CHOICE VOUCHER (SECTION 8) PROGRAM PARTICIPANTS:

- ❖ Recertification process will be modified. All recertifications will be done by U.S. Mail, email or documents may be deposited in the drop box at BHA office until further notice. Recertification deadlines may be extended if determined necessary.
- ❖ All in-office appointments, hearings and meetings are suspended
- ❖ Suspension of inspections except for emergency
- ❖ Suspensions of terminations
- ❖ Suspension of voucher issuance for current and new clients
- ❖ Suspension of moves, including portability move-in/move-out
- ❖ Landlord payments will continue to be processed but delays may occur

## FOR APPLICANTS:

- ❖ All applications will be processed by U.S. Mail, email or documents may be deposited in the drop box at BHA office until further notice. The deadline to update applications may be extended as determined necessary.
- ❖ All in-office appointments, hearings and meetings are suspended
- ❖ Suspension of move-ins until further notice

This is a fluid situation that changes on a daily basis. In the event that it becomes necessary for BHA staff to begin teleworking, we will continue to monitor information as it is given to us by the Department of Housing and Urban Development, the Center for Disease Control and Prevention and other official sources and updates will be communicated on our official Facebook Page at <https://www.facebook.com/bastrophousingauthority/notifications/> until our website ([www.bastrophousingauthority.org](http://www.bastrophousingauthority.org)) goes live next week. **\*\*ALL TENANTS please notify the office with your current number(s) via phone or email.**

We encourage all clients to continue monitoring the local news and follow all recommendations provided by official local, State and Federal sources to protect themselves and their families just as we have instructed our employees. We thank you in advance for your continued patience, understanding, flexibility and cooperation during this unprecedented time.

## WHILE BHA OFFICES ARE CLOSED TO THE PUBLIC

**For assistance, please call 512-321-3398 or TTY: 1-800-735-2989 or contact the appropriate staff member below during normal business hours:**

**Geraldine McCoy** 512-321-3398 ext 101 (cell phone at 512-308-7998) [g\\_mccoy@austin.rr.com](mailto:g_mccoy@austin.rr.com)

To report interim changes in income or household composition or to complete annual recertification and/or other required paperwork.

**Angel Cartwright** 512-321-3398 ext 102 (cell phone at 512-988-7699) [a\\_cartwright@austin.rr.com](mailto:a_cartwright@austin.rr.com) To request emergency repairs, request applications/update applications or to check the status of an existing application.

**Brandy Spencer** 512-321-3398 ext 100 (cell phone at 512-229-8891) [b\\_spencer@austin.rr.com](mailto:b_spencer@austin.rr.com)

For any other questions or concerns

**To request an After-Hour Maintenance Emergency Repairs, please call 512-332-6097.**

*You **must** leave a detailed message including name, address, phone number and a detailed description of the emergency. Please note that on-call maintenance employees are not able to respond to non-emergency calls using this option. If you have not received a response to your message regarding an emergency repair request within 15 minutes, please contact any BHA staff member for further assistance.*



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### **BHA ENCOURAGES THE COMMUNITY TO TAKE THE FOLLOWING PREVENTATIVE ACTIONS TO AVOID EXPOSURE TO COVID-19**

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are unavailable, use an alcohol-based hand sanitizer that contains at least 60% alcohol
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with sick people
- Avoid crowds and practice social distancing
- Stay home if you are sick
- Cover your cough or sneeze with tissue, then throw tissue in the trash
- Clean and disinfect frequently touched objects and surfaces.

### **BHA ENCOURAGES THE COMMUNITY TO STAY INFORMED OF COVID-19**

Below are suggested sources for official information on COVID-19 that the community can use to keep informed about COVID-19.

- **Centers for Disease Control & Prevention (CDC)** – <https://www.CDC.gov>
- **Texas Health and Human Services** – <http://dshs.texas.gov/coronavirus/>
- **Office of the Texas Governor** - <https://gov.texas.gov/coronavirus>
- **Bastrop County/Bastrop County Office of Emergency Management** – <https://www.co.bastrop.tx.us/page/em.cornavirus>
- **City of Bastrop** – [www.cityofbastrop.org](http://www.cityofbastrop.org)
- **Bastrop County COVID-19 Resource Site** - <https://www.bastropcares.org/covid-19>
- **Bastrop County has two hotlines available for COVID-19 questions:**

For general questions, call Bastrop County COVID-19 Hotline at **512-303-4300**

For specific medical questions or questions about coronavirus symptoms, call Ascension COVID-19 Medical Hotline at **833-978-0649**