

# Housing Authority of the Town Of Laurinburg

## Operational Changes due to COVID-19

The safety of our community is very important to the Housing Authority of the Town of Laurinburg (LHA). We are working together during this unprecedented time in our County to ensure the well-being of our residents, program participants, and staff. We have and will continue to rely on guidance and direction from Housing and Urban Development (HUD), Centers for Disease Control and Prevention, the North Carolina Department of Health and Human Services, local public health authorities and local government officials as we continue to operate our housing programs in a way to prevent the spread of COVID-19.

The LHA office located at 1300 Woodlawn Street, Laurinburg, NC is closed to the public. Communication with our staff should be made by phone, e-mail, fax and/or USPS mail, until further notice. We have made other changes as listed below:

- Annual recertification will be done by phone, email and/or fax. Once your recertification is complete you will be given an appointment to come to the office to sign required forms to finalize your annual recertification process. We have temporarily changed the main entrance to our office. Everyone will be asked to enter at the side entrance on Carl Drive. We ask that everyone wear a covering or mask over your mouth and nose. When you arrive for your appointment, you will be asked to wash/sanitize your hands. We will also ask to be allowed to take your temperature. Anyone with a temperature 99 degrees and over will be rescheduled for another day/time.
- Interim changes to either income or household composition will be done the same way as annual recertification. Please report all income and household composition changes immediately so that we can determine your new rent.
- If you need to reschedule your appointment please call your case manager or property manager. If you do not know who your case manager is please call 910-276-2582 to inquire.
- Rent is due and payable on or before the 5<sup>th</sup> of each month. Due to COVID-19 late fees will not be charged until further notice. Payments can either be placed in the secure drop box located at the Maintenance Shop at 1351 Woodlawn Street, across the street from the main office or you can mail payments to P.O. Box 1437 Laurinburg, NC 28353. Rent is

based on your income and family composition so it is very important that you report changes immediately.

- HUD rules allow us to exclude certain income. We will exclude money received as part of the government stimulus. Regular unemployment is considered income and will be counted. However, the additional \$600 weekly enhancement of unemployment will be excluded from the rent calculation because it is consider temporary.
- If you need to drop off paperwork or any other items, please put the items in a sealed envelope with your name and address on the front of the envelope. These envelopes can be placed in the same drop box identified above or you can mail them to P.O. Box 1437 Laurinburg, NC 28353. If you live at Scottish Glen, Scottish Glen II or Central School Apartments please use the drop boxes located at the property office for rent payments and other documents.
- Effective May 11, 2020 we will begin accepting new applications by appointment only. Applicants who have already applied are encouraged to call and update their contact information so that we can schedule your orientation. We have resumed our orientation process using social distancing and other recommended CDC guidelines.
- Maintenance personnel are only responding to work orders that are considered emergency or critical for your health and safety and for those work items that prevent damage to the apartment. However please continue to call the maintenance office at 910-277-0701 ext. 270 for all repairs, both non-emergency and emergency. For after-hour emergencies, call 910-280-5566.
- Occupied unit inspections will be postponed until further notice. Unoccupied/Move-in unit inspections and emergency/life threatening inspections will take priority while utilizing recommended precautions to prevent the spread of COVID--19

We ask that you please be patient with us during this extraordinary time. Our goal is to keep you and our staff safe and to help prevent the spread of COVID-19. We will not delay any work that is necessary for your health and safety. We are committed to maintain essential business operations and providing essential services to our customers.