



Akron Metropolitan Housing Authority
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A Message from Executive Director Brian Gage on AMHA's COVID-19 Action Plan

Updated April 30, 2020

The Akron Metropolitan Housing Authority (AMHA) prioritizes the health and safety of our residents and communities. As the COVID-19 outbreak continues to impact our community, AMHA is taking extra precautionary measures to ensure the well-being of our residents and staff by limiting in-person interactions as recommended by the Centers for Disease Control and Prevention and asking our residents and partners to call, email or submit inquiries online rather than visit our offices. AMHA is following Governor DeWine's Responsible RestartOhio guidelines and preparing our offices and spaces to safely reopen to the public; with appointments beginning in June. Until then, we continue to be available through phone and email.

IMPLEMENTED ACTIONS FOR RESIDENTS LIVING IN PUBLIC HOUSING, WILBETH, EASTLAND, EDGEWOOD, HILLTOP, AKRON 73 AND 14, THORNTON TERRACE, WASHINGTON SQUARE AND MARKET RENT

- Suspension of filing of evictions for non-criminal activity
- Suspension of routine work orders – staff will be working on vacant units and essential work orders
- Suspension of housekeeping inspections
- Lease signings, emergency/reasonable accommodation transfers will continue as usual practicing social distancing
- All in-person hearings have been cancelled
- Suspension of all resident activities to include Resident Councils and public and private events
- Closure of all community rooms
- Closure of all playgrounds
- Residents should email or call their property manager and not go to the office
- Signs posted at properties to not congregate in the lobbies or common spaces
- Mobile Meals will distribute meals at the already scheduled properties
- School lunches are being distributed at Pinewood Gardens, Crimson Terrace, and Van Buren Homes and beginning April 20th at the Reach Opportunity Center at Summit Lake, otherwise residents are to go to the school closest to them to pick up their lunches. Please visit our website for locations.
- Cleaning and disinfecting common areas has increased and we are working with our vendors to increase supplies to each of our sites



- Existing repayment agreements will be extended; new agreements will begin on July 1st
- Recertification and income changes are being completed through the mail and email. A change of family status form has been placed on our website to report any income and family changes
- Rent payments should be made either online or by mail
- Visitors for social purposes, especially at properties with elderly residents, are discouraged; visits from medical professionals, visitors and caregivers may continue
- Pest control services will be conducted on the exterior of buildings and common areas
- Pest control services will be limited to bed bugs, cockroaches and mice

IMPLEMENTED ACTIONS FOR HOUSING CHOICE VOUCHERS (SECTION 8) RESIDENTS

- Recertification and income changes are being completed through the mail and email. A change of family status form has been placed on our website to report any income and family changes
- Closure of Section 8 lobby effective March 23rd; clients should email or call
- Conducting move inspections only; special emergency inspections are being handled via the phone
- All in person hearings have been cancelled
- Voucher issuance for new clients are being done through the mail
- Suspension of moves unless a final fail emergency
- Landlord payments will continue to be processed but delays may occur
- Voucher holders are expected to pay rent to the landlord according to the lease agreement

IMPLEMENTED ACTIONS FOR RESIDENT SERVICES

- Parents as Teachers, SPARK, and Service Coordination home visits and face-to-face appointments have all been suspended. Virtual or phone appointments are highly encouraged. Call your coordinator to set up an alternate appointment.
- Still accepting and addressing request for services, call Resident Services at 330-376-9699 or via email at rs@akronhousing.org
- The Reach Opportunity Center at Summit Lake has been closed until further notice; however, Community Action Akron Summit is providing school lunch distribution and AMHA is virtually providing service coordination

IMPLEMENTED ACTIONS FOR HOUSING PLACEMENT (INTAKE)

- All in-person intake appointments are cancelled and all applicants with interviews already scheduled will be given a phone interview beginning March 23rd

IMPLEMENTED ACTIONS FOR CONSTRUCTION

- Construction work will continue at this time

STAY INFORMED

Public health officials are readily available and sharing information often. The Ohio Department of Health has established a call center to answer the public's questions and concerns about COVID-19. The call center is open seven days a week from 9:00 a.m. to 8:00 p.m. and can be reached at 1-833-4-ASK-ODH (1-833-427-5634) and their website is <https://odh.ohio.gov/wps/portal/gov/odh/home>. Summit County Public Health's website is <https://www.scpd.org/> and the COVID-19 call line is 330.926.5795. The Centers for Disease Control and Prevention's website is <https://www.cdc.gov/>.

Residents are encouraged to call AMHA's Resident Hotline at **330.376.9908**. For the latest information, visit AMHA's website at **akronhousing.org/pages/coronavirus** or follow AMHA's Facebook page.

Thank you in advance for your patience, understanding, flexibility and care you give each other and to our residents. AMHA hopes the changes outlined above will protect our staff and residents and help minimize the virus impact on the larger Summit County community.

