



Cincinnati Metropolitan Housing Authority has made some changes to its business processes in response to the COVID-19 Virus.

CMHA continues to closely monitor developments with COVID-19 (2019 Novel Coronavirus) and following the guidelines of the Center for Disease Control (CDC). **Additional efforts CMHA is undertaking to prevent the spread of the virus:**

Social-Distancing:

- The Housing Choice Voucher Program Lobby & Front Desk areas are closed until further notice. A drop box has been installed for receiving paperwork during business hours.
- CMHA Property Management Offices are closed. Call or email your property manager.
- CMHA on-site laundry facilities are open but limited to one person at a time.
- Maintenance staff will **only complete emergency work orders** until further notice.
- Asset Management residents with income and family composition changes can call the **Household Reporting line** at:
 - **(513) 977-5642**
- Meetings are being held by conference calls.
- Landlords can fax and email RTAs to CMHA instead of submitting them in person. Owners are now able to submit RTA for express processing via email to rtaexpress@cintimha.com or fax the document to 513-665-2961. Please make sure that you are completing the RTA fully and sending all pages of the packet to CMHA. (front and back). **Please do not use any other fax or phone number to submit the RTA. Remember, RTAs where the family is responsible for water/sewage in their current unit will require a water bill showing the bill is current submitted with the RTA.**
- Staff is continuously wiping down (with disinfectant) counter tops, doors and equipment in common areas. Staff will ask all clients to maintain a 6 foot distance within the office. CMHA will limit access to its lobby areas for document drop-off to comply with social distancing standards.
- CMHA provides hand sanitizer stands in the common areas of all buildings.
- The **Landlord Orientation** PowerPoint is available online for new owners interested in participating with the HCV program.
- CMHA cancelled its **HCV Quick Connect, Marketing Mondays, Landlord Orientation** and **CMHA U** sessions for the months of March and April. We are encouraging owners to utilize GoSection8.com to list their available units.
- Employees handling paper are being encouraged to use gloves.
- In an effort to protect our employees, Inspectors will call families ahead of scheduled inspections to verify that no one is ill in the household before entering a unit. Voucher holders will also be able to submit pictures of deficiencies in units to hcvhelp@cintimha.com. CMHA will then open a complaint inspection. **CMHA is limiting inspections to initials, complaints and emergencies during this time. Units undergoing initial inspections must be empty during the inspection and the social distancing of remaining 6 feet apart from each other will be followed.**
- CMHA will use online and mail in services for some activities such as, briefing and recertification appointments. Packets will be mailed to families with return envelopes for verifications and needed paperwork. Once eligibility is determined, the briefing will be made available and a voucher issued. If you are scheduled for an upcoming briefing or have a client that is scheduled, please do not come to our offices. This will now be handled via mail.
- CMHA will utilize WebEx and/or Skype for meetings/interviews to reduce face-to-face contact.
- CMHA is continually looking at ways to reduce risks to our clients, business partners and our staff by following best practices for our industry in accordance with CDC recommendations. If you suspect a client is ill, inform them that CMHA can process their needed paperwork remotely.
- If you are ill or have been in contact with someone that may be ill, please stay home and contact us via telephone or email. Our contact information is available on our website. www.cintimha.com

CMHA will continue to monitor this situation. Our first priority is the safety and health of everyone. We will update our customers and business partners as additional information becomes available and changes are made to our business processes.