

Peoria Housing Authority

Moving Families Forward

September 3, 2020

Dear PHA Families:

In an effort to keep you informed about Peoria Housing Authority (PHA) operations during the novel coronavirus (COVID-19) pandemic, we are pleased to announce that a segment of PHA operations will restart on **Tuesday, September 8, 2020** by appointment only. All Housing Quality Standard (HQS) and Uniform Physical Condition Standard (UPCS) inspections, which is inclusive of but not limited to: Annual, Interim, Special, Initial, and Quality Control inspections will resume beginning the week of September 8th. PHA maintenance staff will also begin completing regular and routine work orders the week of September 8th by appointment only. You will receive an appointment letter in advance of the scheduled inspection/work that will include a questionnaire for you to complete prior to your scheduled appointment.

Prior to PHA staff arrival:

1. If you or anyone in your home feels sick, please call the PHA office in advance to reschedule your appointment.
2. You must complete the COVID-19 Screening Questionnaire that will be included with your appointment letter **before** the PHA employee will enter your home.

Upon PHA staff arrival to your home, please **expect and comply with the following:**

1. When the PHA employee arrives, please give them the **completed questionnaire** with your signature and date to ensure they can safely enter your unit to complete the necessary/required work.
 - a. PHA staff will be unable to safely enter your unit to conduct official PHA business without the completed, signed and dated questionnaire.
2. **Social Distance (at least 6 feet)**- while the PHA employee is conducting the necessary work, please allow them to do their work without others present in the room. Feel free to vacate the home during the scheduled time (as may be deemed appropriate) or remain in another room for the duration of work completion.
3. Please **wear a face covering** (unless medically impossible) while discussing any concerns with the PHA employee. If a face covering or mask is not available, please be prepared to conduct lengthy conversations outside (unless medically impossible) or ask the employee for a mask that will be provided to you.

The PHA has provided Personal Protective Equipment to properly prepare for and respond to this segment of its phased approach of operational re-opening. We anticipate the next phase of operational re-opening, later this Fall. Please be advised that **walk-in** visits remain **unavailable** and we ask that you continue to use the drop boxes for paperwork and rent drop-off.

The Peoria Housing Authority appreciates your cooperation and understanding during this unprecedented time as we do our part to minimize the spread of COVID-19. Please feel free to contact us at (309) 676-8736.

Sincerely,

Jackie L. Newman
Chief Executive Officer