

20.1 ATTENTION LHA RESIDENTS & PROGRAM PARTICIPANTS

Effective March 16, 2020, the LEBANON HOUSING AUTHORITY office will be closed to the public.

What does this mean?

This means that as of March 16, 2020, the LHA staff will not be accessible in person. However, you may still call the office and leave messages for staff. We will return messages on a semi-regular basis. Please note that non-emergency issues will be secondary to emergencies. Staff will communicate with residents by telephone, email, or regular mail.

All income changes must still be reported to LHA – please do so in writing via regular mail, or email, or leave us a telephone message. Refer to the LHA Website Contact Page at www.lebanonhousing.org. You may also still deposit Public Housing rent payments and other communications and/or documents in the LHA drop box located by the non-public side entrance of the office.

Public Housing residents should continue to follow the directions on the flyer delivered to each resident last week explaining our current policies as they relate to visitors, appointments, community meetings, and maintenance requests.

Public Housing & Section 8 Program Policies Now in Effect:

Please AVOID all gatherings except those that are absolutely essential. Please limit your guests and admit NO ONE to your building who is showing signs of sickness, including but not limited to: fever, cough, and shortness of breath. Please remember that many of your neighbors may be at a high risk of contracting the virus, even if you may not be at a high risk yourself. Remember to think of others when inviting guests and please remain in your apartment if you feel at all ill.

If you had a previously scheduled appointment with any LHA staff over the next few weeks, please consider your appointment cancelled until further notice. If you had a recertification appointment, your paperwork will be mailed to you. Please return paperwork in a timely manner and provide copies of documents requested by email, mail, or LHA drop box. Unit inspections will be deferred until further notice.

PUBLIC HOUSING RESIDENTS ONLY

Effective immediately, ONLY Emergency maintenance requests will be addressed by the LHA maintenance team.

Please limit your requests to the following emergency issues:

- Clogged drains
- Large leaks (but not small drips)
- Plugged toilet (only if you are unable to unplug on your own or with the assistance of a family member)
- Beeping smoke detectors
- Electrical or mechanical outages that affect appliances necessary for everyday tasks such as refrigerator issues or other electrical or plumbing emergencies.

Thank you for your understanding and cooperation during these uncertain times. If we can successfully implement these procedures, we will be doing our part to help contain the spread of this virus in our community.

Thank You - LHA Management