

Updated – April 6, 2020

We at MCHA strive to provide the best possible service to our tenants, landlords and applicants. We have modified our procedures to adhere to the mandated guidelines in an effort to provide uninterrupted service during the COVID-19 pandemic. However, we feel it is now in the best interest of our tenants and employees that we modify our procedures even further.

In addition to the previous guidelines we placed into effect, we will not take application appointments through April 30, 2020. Any previously scheduled appointments will be rescheduled. Applications will continue to be processed via our modified procedures, and appointments will be handled on a first come/first served basis once normal procedures are resumed.

MCHA staff will be working on a reduced schedule. E-mails and phone calls will be returned, but responses may not be as prompt as you are accustomed to. However, if you have an emergency, always call the main office number at 618.532.1894 at any time.

Thank you for your understanding and cooperation during this time.

Original Message – March 17, 2020

In light of the COVID-19 emergency, Marion County Housing Authority (MCHA) is implementing the following temporary changes to our operating procedures. These changes will go into effect on Tuesday, March 17, 2020 and will remain in effect through Tuesday, March 31, 2020. However, please note that **these dates are subject to change as more information becomes available**. If/when any changes are made, refer to our website at www.mchahomes.org for the latest information. The health and safety of our staff and clients is our top concern, and we appreciate your cooperation during this time.

MCHA Office

The MCHA lobby will be closed, and we will only be letting in clients that have appointments. Anyone who arrives at the office unannounced will not be admitted.

If you are sick, you will not be permitted in the building. Please call our office and request for your appointment to be rescheduled.

If you simply need to deliver documents to the MCHA office, you are asked to utilize the drop box or US Mail.

Payments

All residents should make payments at local banks. We have a wide range of locations that accept MCHA payments. If this is an option you have not used before, please call our office; our staff can direct you to your closest banking facility that accepts MCHA payments. Even if you are making payments for balances other than rent, rest assured that we will credit your account accordingly. Your AMP Manager will be available via phone or e-mail if you need to discuss your payment.

Work Orders

Only emergency related work orders will be completed during this time. All work orders should still be called in, but please note that they will not be addressed until after March 31 ***unless it is an emergency***. Be prepared for our staff to ask if you (or anyone in your apartment) is currently sick; this is in an effort to keep everyone's health a top priority.

Inspections

All public housing inspections will be delayed until after March 31 unless it is related to an emergency.

Common Areas

Public spaces (with the exception of laundry rooms) will be closed until March 31.

Thank you for your cooperation!