



ANGOLA HOUSING AUTHORITY PROCEDURAL UPDATES: RESPONSE TO COVID-19

Due to concerns around novel coronavirus (COVID-19) and following the guidance from the CDC regarding large gatherings, beginning Monday, March 16, 2020 the Angola Housing Authority will change procedures for many of its processes.

The Following Changes Have Been Implemented:

- In-person briefings, orientations, recertifications, and all currently scheduled activities and events will be canceled. Those affected will be receiving a letter in the mail with the new procedures to complete their paperwork.
- To protect both AHA clients and staff, AHA has made the decision to close its offices to the public. AHA staff will be available during normal business hours via phone or email. All messages will be responded to within 24 hours. On-site management staff will be available by phone or appointment only. Work orders for residents will be completed on an emergency basis only and should be reported via phone or email to management or to **Emergency Maintenance: 260-316-3828**
- AHA has canceled all inspections scheduled for the next 30 days except for emergencies, and inspections where the unit is unoccupied.
- AHA has canceled all Exterminations scheduled for the next 30 days.
- AHA has also made the decision to adjust the process for accepting applications.
 - AHA will provide applications for pick up outside of the administrative office. Paper applications can also be printed online and hand delivered or mailed to the Angola Housing Authority at 617 Williams St, Angola, IN 46703.
 - Applications delivered on-site will be collected via drop boxes located at the entrance of the Administrative Office.

AHA is closely monitoring the situation and working with the Steuben County Health Department and other professionals. AHA will continue to make updates to procedures as needed.