

**COVID-19 (Coronavirus) Action & Operations Plan
for Morristown Housing Authority
July 12th, 2021**

**MHA'S MAIN OFFICE LOBBY IS NOW OPEN. CAPACITY IS
RESTRICTED TO 4 PERSONS AT A TIME.
MASKS ARE STRONGLY ENCOURAGED, AND WILL BE PROVIDED
FOR YOUR CONVENIENCE.
INDIVIDUAL MEETINGS WITH STAFF WILL BE BY APPOINTMENT ONLY
AND ALL CDC GUIDELINES WILL BE FOLLOWED.
AS ALWAYS, STAFF CAN BE REACHED VIA PHONE, E-MAIL OR FAX.
Phone: (423) 586-5115, Fax: (423) 586-3014**

(A list of phone extensions & e-mail addresses can be found on the STAFF page of this site.)

The following procedures are currently in place:

- All MHA briefings and events are being conducted under all current CDC guidelines.
- **Income changes** will continue to be processed. Changes may be reported in person, by e-mail or fax. Rental adjustment forms are available online or at the MHA office entrance.
- All work orders are being addressed. Please call 423-586-5115 and choose option 5 to submit your work order request. Maintenance staff must be notified if anyone in the unit is ill so necessary precautions can be taken. Monthly services (pest control & filters) will also continue as scheduled.
- **Applications** for Public Housing or Section 8 HCV must be submitted online. Applicants will be notified by mail to begin the screening process as your name nears the top of the list. Anyone needing assistance with the online application can apply by phone with staff.
- **Annual re-certifications** will be handled by mail, e-mail, fax, or drop box. Individual appointments will be scheduled as needed.

- Inspections are continuing under normal operating procedures. MHA will be following all current CDC guidelines.
- A **drop box** is available at the MHA entrance to submit documents or rent payments. All rent payments are still due according to your lease agreement. An online payment option is also available for your convenience at www.morristownpha.org.
- Elderly, disabled, or other “high-risk” residents requiring assistance with **essential needs** can contact Andrea Stewart with Resident Services (ext. 8026)

Delays in processing can be expected.

MHA asks everyone to practice all “Social Distancing” and other guidelines given by CDC to reduce the risk of exposure and spread of COVID-19. PROTECT YOURSELF AND YOUR LOVED ONES!

MHA will continue to adjust operations as additional recommendations are received from CDC, Federal, State, or local government. Updates will continue to be posted to the website as changes are made. It is the priority of MHA to do its part to keep staff, residents, and the general public safe during this critical time.