

# DENISON HOUSING AUTHORITY

# APRIL 2020

## UNTIL FURTHER NOTICE

The DHA office will be operating behind closed doors during regular business hours. There are many ways for you to have contact with the office if needed.

- If you **MUST** come to the office, **ring the bell** located to the left of the main front door, someone will be with you shortly.
- **Call** - 903-465-2650 Most things can be handled with a phone call; communication is important during these times.
- **Drop Box** - Payments and other communication can be made through the night drop box located to the right of the Community Center double doors. There are Change forms in the black box to the left of the drop box if you are needing to report a change ( you do not need to complete a form if you are just making a payment) complete the form and place it in the drop box.
- **Email** - [info@denisonha.org](mailto:info@denisonha.org)
- **Fax** - 903-465-5059
- **Mail** - P.O. Box 475, Denison, TX 75020

DHA will be addressing emergency and urgent work orders. Other more routine work orders are being delayed.

DHA will post any needed documents on your door for you to complete and return to the office in the drop box.

If you experience a change in household income **OR** have other changes in your household that would cause a change of rent, **you still need to report change within 10 days.**

## THANK YOU FOR YOUR COOPERATION!

# BE <sup>IN</sup> THE KNOW

## MOWING SEASON HAS STARTED

**Yards:** should be free of debris and trash (this include cigar and cigarette butts). Exterior walls should be free of graffiti. Toys, bar-b-q pit/smoker, bicycles and other personal outside items are to be placed at the back of the apartment under the eaves of the apartment. They can be secured to the railings or posts if the cable/chain is covered and does not cause damage. Do not leave items in the front yard (bicycles, toys, etc.). When using grill or smoker it must be at least ten (10) feet from any building. When ready to dispose of used charcoal - be sure it is cool before placing in a bag and putting inside dumpster. DO NOT put hot coals in dumpster or put any coals in yards or street.

**Porches, steps and sidewalks:** (front and back): should be clean and free of hazards. Any items stored on the porch cannot block doorway to unit. Doors must open completely. Only outdoor furniture is permitted on the porches. If using sidewalk chalk, it should be cleaned up at the end of each day.

Protect your potty - Some things should never be flushed - even if the package says it is flushable. Toilet paper is designed to breakdown to be completely disintergrated by the time it reaches the treatment plant. Everything else (including flushable wipes) builds up in the pipes and can cause serious problems. Toilet paper is limited during this time, and people are relying on other items to clean with, remember **if it is not actual toilet paper - do not flush it!**

THE DHA COMPUTER LAB IS OPEN FOR APPOINTMENTS ONLY!  
IF YOU NEED TO USE THE COMPUTERS IN THE DHA COMMUNITY CENTER, CALL TO SET AN APPOINTMENT!

903-465-2650

You may sit outside the DHA Community Center and connect to the WiFi -

username: **Denison\_Guest**

password: **beourguest1**

### REMINDERS FROM THE OFFICE

- REPORT ALL PEST/INSECT ISSUES BEFORE THEY BECOME A PROBLEM
- MAKE SURE YOUR CONTACT INFORMATION IS CURRENT
- YOU HAVE 10 DAYS TO REPORT ANY AND ALL CHANGES IN HOUSEHOLD INCOME AND OTHER CHANGES THAT WOULD CAUSE A CHANGE IN RENT
- **ONLY EMERGENCY WORK ORDERS WILL BE TAKEN CARE OF UNTIL FURTHER NOTICE**

**THE DHA LAUNDRY MAT IS CLOSED UNTIL FURTHER NOTICE.**

DHA has a **DROP BOX** that is conveniently located by the front door of the DHA Community Center so you may make payments and/or leave other correspondences when the office is closed. **NO CASH!**

**Even though some things are changing; DHA is still operating under the same guidelines:**

Rent is due by the 1<sup>st</sup> of each month, \$10 late fee added if not paid by 10<sup>th</sup> of the month and terminations will be issued on the 16<sup>th</sup> for rents not paid (unless you have a rental agreement or other arrangements were made with the DHA office prior to those dates).

DHA will still issue Terminations for non-payment of balances or other violations of rules or policies when necessary. DHA will file with the courts if resident does not move by date on termination. Although the Courts are not scheduling hearings for evictions at this time they will be held at a later date. The exception to the court's limited hearings, are the Terminations for violence or drug related violations. They are a three (3) day eviction and court will hear the case if it is considered a danger to the community.

THINGS CHANGE DAILY SO WATCH THE LOCAL NEWS. Limit contact with others, keep your distance, wash your hands, be smart and be safe. IF YOU HAVE ANY QUESTIONS CONTACT THE DHA OFFICE FOR ASSISTANCE.