



Housing Authority of the City of Granbury

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Executive Director

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Dear Residents:

News regarding the Coronavirus (or “COVID-19) in the United States has spurred many questions within the affordable housing industry regarding emergency preparedness, operational concerns and steps that housing providers can take to mitigate the spread of infection.

As outlined in previous communications, the manner in which our office will operate is as follows:

Communication

Our office is closed to the public to reduce the risk of Coronavirus (COVID-19) by limiting in-person contact however we remain open behind closed doors during the hours of 8am – 5 pm. The best way to communicate your questions or concerns is by telephone (817) 573-1107 or email (julia@granburyhousing.org).

I will continue to communicate mass information via hand delivery when able and will post information on the Granbury Housing Authority Facebook Page (<https://www.facebook.com/granburyhousing>).

Rent Collection

The payment dropbox should be utilized for residents to drop off payments.

You may have read the Department of Housing and Urban Development (HUD), Fannie Mae and Freddie Mac have suspended evictions to curb the financial impact of the COVID-19 pandemic. The foreclosure moratorium does **NOT** include Public Housing or Housing Choice Voucher evictions.

Please rest assured that we are taking into account those individuals whose **earned** income may be affected by the Coronavirus. Your lease provides for interim reduction in rent if you have a decrease in monthly income of \$200 and the circumstance will last 30 days or longer. This is a very fluid time with a lot of uncertainties. **If you are among those who have experienced a decrease in income due to a job loss, layoff or reduction in hours, please notify me via email at julia@granburyhousing.org so we can timely document the occurrence.**

Emergency Work Orders Only

All non-emergency, routine work orders and preventative maintenance inspections are suspended until further notice.

Emergency work orders will require additional troubleshooting via phone calls.

We are receiving the following calls that can be mitigated by you with proper action:

Issue - Toilets not flushing

Action - 1. Purchase a plunger if you do not already own one and 2. do not use or flush excess toilet paper, paper towels, flushable wipes, feminine products or kitty litter.



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Issue - Refrigerator/Freezer not cooling

Action - To keep food safe, refrigerators should maintain a temperature between 35 and 38 degrees and the freezer 0 degrees.

1. Check to ensure your freezer vents are not blocked. The cold air must circulate from the freezer to the refrigerator.
2. Check your temperature knob. It should be set to normal.
3. Do not over fill your freezer compartment. We understand this is a scary time but the compartment is very small and can not handle excessive compaction. Reduce the space by using freezer bags and freezing items in a flat manner eliminating bulky boxes.

Issue - Thermostat/Smoke Alarms/Light Bulbs

Action - Purchase batteries and standard light bulbs The thermostat takes AAA batteries. The smoke alarm is hard-wired and uses a 9-volt battery as a back up if the electricity goes out.

Issue - outlets not working

Action - 1. Check the GFI, the reset button in the middle of the outlet. These outlets are usually located in the kitchen and bathrooms. 2. Check what is plugged in and being used simultaneously.

Social Distance Guidelines

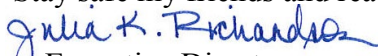
Transmission of the virus is spread mainly from person-to-person. The majority of our housing authority residents are considered to be of the vulnerable population (over 60 years of age, have underlying medical conditions and/or a weakened immune system).

Mandates are changing faster than we can keep up with the news. Dallas has a shelter in place that goes into effect at midnight. **I am asking each and every one of my residents to be responsible in practicing social distance and the 15 Day to Slow the Spread recommendations.**

1. If you feel sick, **stay home.**
2. If your children are sick, **keep them at home.**
3. If someone in your household has tested positive for Coronavirus, **keep the entire household at home.**
4. If you are over the age of 60 or have a serious underlying health condition, **you too should stay home and away from other people.**

People who are in close contact with one another should keep a distance within 6 feet. Be mindful of your interactions with family and friends. You may not be out and about in the public but do you know who your visitors, grandchildren or home health / caregivers are interacting with? And lastly, please report any symptoms of coronavirus such as fever, cough and/or shortness of breath.

Stay safe my friends and reach out to me if I can be of any assistance.


Executive Director