

7/9/20

Have you started doing online tenant/participant orientations or briefings due to Covid-19?

We are about to have the following virtually- a Mainstream Voucher orientation, a RAD update Public Housing Tenant meeting (combination of 40 in attendance due to social distancing guidelines (the first 40 to reserve a spot due to lack of access and we will tape it to play on our website and facebook page) and the others accessing thru a live feed. We have already begun the process of doing email, conference calls and virtual calls with tenants who have access 1:1. (Waco)

We have held monthly briefings through Zoom. We mail them the briefing packet (approx. 2 weeks before the briefing) and they have a time frame to get the documents back to us and then attend the briefing. (Brazoria Co.)

I am interviewing by appointment. (Bridgeport)

We have not done any tenant orientations online. We have held public accessible board meetings via zoom and handled all tenant business via email and phone. (Winnsboro)

Phone, emails, text - no person to person contact (Cooper)

Yes, we are doing online briefing/orientation. (Lubbock)

Yes we have started conducting these online using WEBEX. (Pasadena)

Have no web site and no application on line. Currently processing applications by email, mail or by applicant using drop box. MAY begin housing next week. Orientation slide show will be shown to several new tenants at once with one person at a table and tables 6 ft. apart. Each new tenant will have lease in front of them, sign (keeping the ink pen they use), Copies will be made for tenant and LATER we will take their housing Photo ID when doors are reopened. Only allowing adults (no children) at orientations. They will have temperature taken before entering building; provided mask if they don't have one; they must use hand sanitizer before entering community center for orientation at their assigned seat. Keys to apartment will be given to them with directions to their new apartment at end of orientation. (Denison)

We have online applications; however, they still legally have to get the signed copy to us or we cannot do screening. We have done interviews by phone again they do have to come sign papers by appointment only. Our lobby is still closed except by appointment. (Dublin)

Still having "in office" interactions, but everyone is wearing a mask and staying 6 feet apart. (Edgewood)

Yes- we've had the option for families to do online recerts and report changes for several years but on April 1st we made it mandatory that everyone sign up for the online portal. So far, it's been extremely effective with very few problems. We've even processed incoming port families using the online system. (Garland)

We only allow 10 people at a time in meeting room for briefing/voucher issuance due to spacing at least six feet apart and we also require masks to attend. (Greenville)

We have been doing these over the phone. We may transition to Go To Meeting orientations with this second wave. (Kenedy)

We are doing our briefings by phone since the majority of our applicants are elderly/disabled and many do not do on-line. (Cleburne)

Yes. Also we mail out annual packets. They put information needed into the drop box. We have done very well on managing with the tenants. (San Marcos)

Meeting tenants outside unit or office. Making sure there is social distancing and masks worn. (San Saba)