



Housing Authority of East Baton Rouge Parish

4731 North Boulevard • Baton Rouge, LA 70806

Phone: 225.923.8100 • Fax: 225.923.8109 • TDD: 1.800.545.1833 ext. 930

May 19, 2020

Dear Public Housing Resident,

Due to continuing coronavirus (COVID-19) concerns, the Housing Authority is taking several steps to protect the health and safety of our clients, partners, and staff.

Coronavirus is a respiratory illness that can spread from person to person. Symptoms include (but are not limited to) fever, cough, and shortness of breath. Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly.

The Centers for Disease Control and Prevention (CDC) and the Louisiana Department of Health (LDH) recommend limiting group activities and reducing the frequency, proximity, and duration of contact between people. Limiting contact helps prevent the spread of infection and protects those most vulnerable to the virus.

Out of an abundance of caution and to protect our community, the following measures will be in place for at least 60 days:

OUR RESIDENTS-OUR COMMUNITY

We will continue to serve your needs. We will continue to work with you **BY APPOINTMENT ONLY** for recertifications. If you have any income changes, move-ins, move-outs etc. We ask that you do not come to the office as we want to reduce your risk of potential exposure. Please call your Property Manager and we will schedule a time for you to come into the office. We will not be accepting walk-ins at this time. We do not want to risk the potential for spreading illness to you, our most important customer.

We know that your life may be directly impacted by school and work closures, illness etc. Some of you may not receive a paycheck if your employer closes, or you stay home due to illness, school closure, or to take care of a family member who is sick. During this crisis it is important that we work together as a community and watch out for each other. We encourage you to communicate with your Property Manager and the Resident Services Coordinator about any income and or household changes you may experience during this time.

TO REPORT CHANGES: Call or email your Property Manager within 10 days of the change. They will gather information over the phone and provide you with resource information that can help you during this time.

SCHEDULED APPOINTMENTS: If you receive a letter for a scheduled appointment regarding your recertification, interims, or waitlist etc., we ask that you call us first. We want to make sure that you have all of your information before reporting to an appointment. **PLEASE DO NOT**

SHOW UP UNTIL YOU CALL US FIRST. We will not see you as a walk-in. We will continue to see you on an appointment basis but please note that this is subject to change. If you are sick or feel ill at the time of your appointment, we ask that you call the office and reschedule. **PLEASE DO NOT COME TO A SCHEDULED APPOINTMENT SICK.** We want to reduce everyone's risk of potential exposure.

MOVE-INS, MOVE-OUTS, INSPECTIONS, WORK ORDERS, OTHER ISSUES: EBRPHA has not yet made the determination to discontinue all administrative work normally completed within residential units, such as unit inspections, etc. However, to the extent possible, non-essential (and non-time sensitive) work that requires entering a tenant unit will be rescheduled until notice is given from management to resume normal operations. If upon entering a unit, the maintenance staff determines that you are sick your work order repair will be rescheduled for a later time.

RENTAL PAYMENTS: We will continue to take payments for rent at the corporate office located at 4731 North Blvd, Baton Rouge, LA 70806. Rental payments will only be excepted via U.S Postal Mail or the rental drop box located at the corporate office. Rental payments will not be accepted in person during this time. **WHILE LATE FEES AND EVICTIONS HAVE BEEN SUSPENDED, RENTAL PAYMENTS HAVE NOT BEEN FORGIVEN AND ARE STILL DUE. PLEASE MAKE EVERY EFFORT TO PAY.** If you are having trouble making your rental payment contact your Property Manager via phone so that they can find the best way to assist you with getting your payment in on time. Let's work together at this time to minimize undue financial hardships.

HEALTH AND SAFETY INFORMATION: LDH is providing information about the COVID-19 outbreak to the public; dial 211 or text the keyword LACOVID to 898-211. Enclosed is additional information from the CDC.

The spread of COVID-19 may necessitate changes in the way we interact, but it does not change what we do. We are committed to serving our clients and ensuring that they have safe, decent, and affordable housing. This is a new challenge not only for our community, but for the Housing Authority. We will continue to closely monitor the COVID-19 situation with local, state, and federal public health officials. We hope that you and your family remain safe and healthy.

HOW TO CONTACT PROPERTY MANAGEMENT STAFF

Latisha Anderson (Assistant Manager landerson@ebrpha.org) & Tracey Gibson (Resident Services Coordinator tgibson@ebrpha.org) Monte Sano, Clarksdale, Wood Plaza and Scotland Villa **Phone number: 225-356-4423**

Charlotte O'Bear (Manager cobear@ebrpha.org) & Tracey Gibson (Resident Services Coordinator tgibson@ebrpha.org) Kelly Terrace and Zion Terrace.
Phone number: 225-774-0197

Sierra Smith (Manager ssmith@ebrpha.org), Linda Allen (Assistant Manager lallen@ebrpha.org) & Coretta Brown (Resident Services Coordinator cbrown@ebrpha.org) Turner Plaza

Phone number: 225-923-8114

Adrian Scott (Manager ascott@ebrpha.org), Tori Garrett (Assistant Manager tgarrett@ebrpha.org) & Coretta Brown (Resident Service Coordinator cabrown@ebrpha.org) Ardenwood Village, Capital Square, Duane Street. **Phone number 225-923-8118.**

Monica Brown(Manager mbrown@ebrpha.org) & Coretta Brown(Resident Services Coordinator cabrown@ebrpha.org) Sharlo Terrace and River South. **Phone number 225-769-1073.**

Administrative Staff

Ivra Amacker, Public Housing Administrator (iamacker@ebrpha.org) Phone number 225-923-8100

Nicole Huval, Deputy Public Housing Administrator (nhuval@ebrpha.org) Phone number 225-923-8100