

2020 Outreach Services Provided



SENIOR CHRISTMAS ITEMS DELIVERY



FIRST RESPONDERS MEAL DELIVERY



RED RIBBON DRIVE THRU



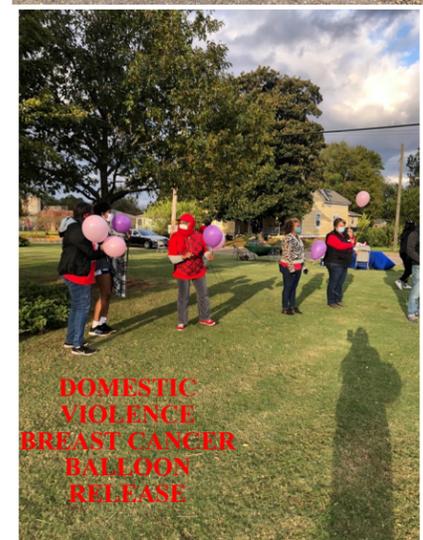
FOOD GIVEWAY



CARTER'S FUNERAL HOME MEAL DELIVERY



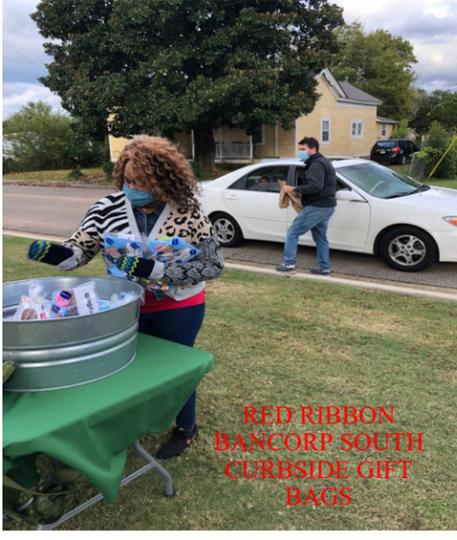
MOлина HEALTH CARE provided free GIFT CARD



DOMESTIC VIOLENCE BREAST CANCER BALLOON RELEASE



CARTER'S GIFT DELIVERY



RED RIBBON BANCORP SOUTH CURBSIDE GIFT BAGS

CHA NEIGHBORHOOD NEWS

Columbus Housing Authority



December 2020



Agency Daily Operation Updates

Special points of interest:

- * The office will be **CLOSED** December 24 & 25 in observance of the Christmas Holiday and December 31st thru January 1, 2021 in observance of New Year's Day.

Season Greetings from the housing authority staff

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Since the onset of COVID-19, we have all had to adjust to changes and get used to doing things differently. In terms of operations, the front lobby of the main office will remain locked indefinitely to limit the number of people entering at one time and to decrease the possible chance of contracting or spreading the virus.

Methods of service delivery

Services and housing affairs can be conducted over the phone, by email, fax, drop box or postal mail.

- * In person services are still being provided by appointments only. Please call in advance to schedule. WE are still fully operational and prepared to assist you.

Friendly reminders

- * Although rent moratoriums and waivers have been in place to help during the pandemic,
- * **ALL TENANTS ARE STILL REQUIRED TO PAY RENT.** Choosing not to pay only delays payments and can lead to a large account balance which will make it harder to catch up later. Rent waivers will expire at the end of January.

- * In February we will again be adding court fees and seeking judgments for evictions.
- * Tenants with balances must contact the office to discuss this matter, complete paperwork and make arrangements.

To avoid sickness, problems or even lease terminations, please:

- * Limit the number of visitors that come and go to your apartment. Large gatherings are a violation of the state and city ordinances that are in place. We are trying to prevent health risks, disturbances and parking problems associated with large gatherings.

- * Inform the office of concerns pertaining to your household and Covid-19.

WAYS TO HELP STOP THE SPREAD OF GERMS

- * Avoid making contact with others-no hugging, shaking hands, or attending social functions or gatherings
- * Limit visitors in your home (HUD recommended visitor ban)
- * Cover your sneeze or cough with a tissue and throw it away

- * Avoid touching your eyes, nose and mouth
- * Wash your hands often with soap and warm water for 20 seconds
- * Use hand sanitizer, wear gloves and a mask
- * Stay home or inside away from others whenever possible
- * Avoid sick people and isolate yourself if you feel ill.
- * Drink plenty of water
- * Use Lysol to disinfect the air and to clean frequent touched surfaces.
- * Contact the doctor if you or a relative experience the following symptoms:
*Fever, cough, shortness of breath

BE SAFE



CHA will strive to provide all services within the scope of its mission in a manner that is accommodating to all clients which includes: residents, applicants, contractors, vendors, collaborative partners or the general public.

Maintenance Services

Due to safety concerns, maintenance is only entering units to make emergency repairs that involve heating, appliances, electrical, gas and plumbing matters. We are keeping a log of routine service requests. As the conditions pertaining to COVID-19 improve and safety risks decrease, we will start back going into units and making non emergency repairs. At that time, these repairs will be completed in the order in which they are received and according to the time and date stamped method.

All maintenance service requests must be called in to the office so they can be scheduled for repair. Maintenance employees are not allowed to complete service requests that have not been called in or assigned to work orders.

Maintenance charges/Fines

All wheeled trash carts are to remain behind units except on trash pick up days. Household trash carts observed on the front side or at curbsides during times other than trash pick-up will result in a \$25.00 fine. Tenants with trash, indoor household furniture, items on the roofs, things other than outdoor furniture observed on porches, beside, behind units or on lawns will be fined \$25.00—this includes old tv's, car tires, toys and grills.

Maintenance charges are required to be paid within 30 days of the repair. Charg-

es not paid in full that remain on account balances are subject to additional fees. The only exceptions are accounts in which payment arrangements have been



made and written agreements are on file.

Inspections/ pest control

While we have not received a specific date and time when HUD will schedule our next inspection, we would like to encourage our tenants to do their part in practicing good housekeeping because poor housekeeping that isn't corrected leads to roaches.



We would also like to warn our residents about the possibility of getting bed bugs from second hand clothes, mattresses and furniture. If these items are received it is important to inspect them to make sure there are no bed bugs attached before taking them into your home.

Both roaches and bedbugs are easy to get but extremely hard to get rid of.

We also have contractors such as pest control who are taking safety precautions and are not available as requested.

During this time of uncertainty and us being short of maintenance staff, we ask that you would please bear with us and be patient as we do our best to be of service to all of our residents.

Although it may seem that services aren't being provided immediately, please be assured that we are not overlooking any requests nor are we delaying services.

We are simply handling calls based on the level of severity and in compliance with our agency policies.

Should there be questions or concerns, please do not hesitate to contact the main office at 328-4236.

We apologize for any inconveniences experienced during this pandemic.

Occupancy Department News

To ensure safety, residents are encouraged to handle housing affairs either over the phone, mail, fax, email, or the drobox. Regardless of the method used, residents are still responsible for not only reporting household changes in composition and income but also to complete and sign required paperwork to update income changes. Prompt handling of this matter helps to avoid owing large sums of back rent or being a FRAUD Case.

Tenants whose income has been affected by the pandemic are encouraged to call and come by the office to complete paperwork or to discuss concerns.

Unreported income



Income is required to be reported within ten (10) days of the change regard-

less of the source— this includes cash or bills being paid on the behalf of the household. Failure to report income is a lease violation which is punishable by law under the federal government. Being convicted of fraud can result in fines, imprisonment and ineligibility for federal programs.

Vehicles



Tenants who own vehicles are required to furnish proof of registration and receive a window sticker. Vehicles without CHA stickers can be

towed at the owner's expense. Inoperable vehicles will be tagged for 3 days. If the vehicle is not repaired and appears to not be working after then, they will be towed at the owner's expense.



Pets

We have been experiencing problems with residents having animals on the premises which are not approved. It is important to contact the office before taking any type of animal into your home. Pit bulls, Doberman Pinchers, Bulldogs, and Boxers are some of the pets that are not allowed due to their violent nature. Having pets which are not approved can be serious and can lead to lease termination.

There is a difference between pets, service animals and emotional support animals.

Please call the office to discuss questions or concerns.

Resident Services ROSS Update

THE WORK CONTINUES....

Columbus Housing Authority's (CHA) Friendly City Resident Council ROSS Program has been greatly challenged by the COVID-19 pandemic. Nevertheless, this does not forego the importance of continuing resident services in an efficient and safe environment. Servicing residents during the crisis continues to be a priority of FCRC ROSS Program.

The ROSS Program relies on community partnerships and the utilization of the Program Coordinating Committee to secure residents the services needed to reach economic self-sufficiency. The ROSS Program's partners have been amazing and have continued to rise to the various challenges during the pandemic. Agencies have truly stepped forward as referral sources, team collaborative efforts and community outreach have not missed a beat. Beginning back in March when the Pandemic first began, United Way of Lowndes

19. Various agencies have been vital in this effort- Mississippi State Department of Health (MSDH), various Greek Organizations, and MUW Volleyball team. In September, FCRC partnered with MUW Volleyball team to distribute masks to over 200 elderly residents in the five housing locations. The effort was another example of the strong partnerships that exist with CHA and the community.

Thanks to the collaborative efforts of MSDH, the CHA staff, and MUW



boxed food giveaway

team and staff, these masks were distributed quickly and safely. Food Distributions have been a continued source of nutrition and food for residents of housing. YMCA, Columbus Municipal School District, and Food Network are a few ways residents and children continue to receive balanced meals.

CMSD distributes breakfast and lunch bags at the five housing locations Monday – Friday to school age children. A food pantry has been set up at the FCRC Resource Center (Shield Sims Location) to assist any family in housing with nonperishable food items. Class & Elegance Bath & Body provided household and cleaning supplies to distribute on an as needed basis to residents. In response to CHA guidelines to

protect residents from the further spread of COVID-19, CHA closed all centers and community rooms preventing residents from engaging in many of their regular activities. However, with digital platforms and social media allowing people to connect virtually, ROSS Service Coordinator teamed up with Cultivating Greatness 360- Shatyra Frazier, Life Coach, to connect residents for virtual Goal Setting Classes. ROSS will look for other ways to become more creative as the challenges of the pandemic continues.

Residents may schedule an appointment to use the Resource Center by calling 662-251-7426 to access the computer. Upon entering the facility resident's temperature is automatically taken and residents must adhere to all guidelines set by CDC. Although COVID-19 has brought with it many challenges and changes to the day-to-



boxed food giveaway

day way of doing business, the concern and care of each resident continues to be of utmost importance as well as help each resident to reach his/her goals. Please call to inquire about resources or with any questions. We welcome suggestions.