

MEMO



To: LMHA Public & Multifamily Housing Residents and HCVP Participants
From: Homer A. Virden, Executive Director *HAV*
Date: March 16, 2020
Re: Update on LMHA Operations due to COVID-19

Lorain Metropolitan Housing Authority is committed to providing safe, decent, and affordable housing. In order to continue to serve you during the COVID-19 crisis, LMHA is implementing the following temporary safety measures to ensure compliance with the Governor DeWine's directives and guidance from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), Ohio Department of Health (ODH), and Department of Housing and Urban Development (HUD).

Offices Closed to Residents and the Public

Effective at 4:30 p.m. March 16, 2020, the LMHA Main Offices at 1600/1604 Kansas Avenue and all property management offices will be closed to residents and the public. Residents and the public may contact LMHA staff by phone and email (see listings at <http://www.lmha.org/about-lmha/contact-us/>).

Reporting Changes and all other Communications

Residents/participants may contact their management offices or case workers to report changes in income via email or telephone. Alternatively, send changes via U.S. Postal Service mail.

Inspections

All inspections for public housing and multifamily housing (Harr and International Plaza) are temporarily suspended. HCVP inspections will be reduced to those deemed essential.

Work Orders/Maintenance

LMHA Maintenance personnel will respond only to emergency work orders within 24 hours and urgent work orders within 72 hours.

"Emergency" work orders are temporarily redefined as:

No heat	No electricity	No gas	No water
Gas leak	Water leak	Plugged toilet	Refrigerator inoperable
Broken 1 st floor window		Entry door locks inoperable	
Missing/inoperable smoke/CO Detector			

"Urgent" work orders are temporarily redefined to include, but are not limited to:

Stove inoperable Electrical outlet/GFCI inoperable Other repairs according to LMHA discretion

Residents are encouraged to continue to report any repairs or move outs to the work order center 440.288.7400.

Though these temporary modifications are extremely inconvenient, LMHA has determined that these steps are essential to keep our employees and residents safe during this unprecedented time.

Updates will continue as the situation changes. Check [facebook.com/lorainmha](https://www.facebook.com/lorainmha) and www.lmha.org.