



SMHA OFFICES REMAIN CLOSED TO THE PUBLIC THROUGH APRIL 15

All Schenectady Municipal Housing Authority offices shall remain closed through April 15, 2020, at which time the continued closure shall be re-evaluated.

Closing our offices does not mean we are closed for business. SMHA has adjusted its services and operations to protect staff and the individuals and families we serve from the spread of COVID-19.

We are utilizing work from home procedures to the maximum extent possible, which means our Occupancy Specialists and Project Managers will work with you through the U.S. Mail, email, fax and telephone.

COVID-19 OPERATING PLAN

Rent Payment (Public Housing):

- The rent office is closed for in-person transactions until further notice.
- Rent payments must be made by money order or check in the U.S. Mail, addressed to: SMHA Rent Office, 375 Broadway, Schenectady, NY 12305.

Interim Rent Calculations (Public Housing & Section 8):

- Interim rent calculations may be conducted if your income has decreased.
- Immediately report any income decrease to your Occupancy Specialist so they can begin working on your rent adjustment.

Annual Reexaminations (Public Housing & Section 8):

- Annual reexaminations will continue through your Occupancy Specialist by U.S. Mail, email, fax and telephone.

Waiting Lists (Public Housing and Section 8):

- Public Housing move-ins and Section 8 voucher issuance will continue under different procedures that are in place for your safety.
- The Section 8 waiting list will be open 9:00am April 7 to April 10 at 4:00pm.

Online only at: <https://smha1.apply4housing.com>

Resident Work Orders (Public Housing):

- Maintenance personnel remain on the job and will continue to operate at the level necessary to maintain a safe living environment.
- Until further notice, maintenance will respond to emergency repair items only. Please continue to call in all work orders to (518) 372-5896, and let maintenance determine what an emergency is.
- Prior to entering an apartment you will be asked if anyone in the household has COVID-19, or has COVID-19 symptoms.

Housing Quality Standards (HQS) Inspections (Section 8):

The law requires that SMHA continue HQS inspections. SMHA has implemented the following procedures:

- Annual inspections will be completed every two (2) years.
- Landlords and tenants will self-certify that repairs have been completed for deficiencies that are not life-threatening.
- Inspections for participants moving to a new unit or entering our program for the first time will continue (Required to begin housing assistance).
- Inspectors will wear all personal protective equipment that is available to them for each inspection.
- Prior to entering an apartment you will be asked if anyone in the household has COVID-19, or has COVID-19 symptoms.

COVID-19 Resources Hotline (518) 621-3536:

- If you require basic need items you may contact the COVID-19 Hotline at (518) 621-3536 to request an emergency ration of groceries and other basic supplies. Because supplies are limited, please only use this number in emergency situations.

Concerned you may have COVID-19?:

- If you think you may have been in contact with someone with COVID-19, or feel that you have symptoms of COVID-19, call your primary care provider.
- If you do not have a primary care provider, call Schenectady County Public Health Services at 518-386-2824, option #4.



**Thank you for your continued cooperation as we work through this crisis together.
Richard E. Homenick, Executive Director**