

## COVID-19 Up-date (effective May 1, 2022)

The Cloquet Housing & Redevelopment Authority in accordance with guidance from the Centers for Disease and Prevention, the Minnesota Department of Health and Carlton County Health and Human Services will continue to follow the guidelines set forth.

The Administrative office will remain open; however, as much business as possible will be completed by telephone or electronic means. Applications will continue to be accepted. Applications for public housing and Section 8 are available online, available by mail, or can be picked up in the lobby of Aspen Arms. Completed applications can be either mailed in or dropped off at the housing authority main office at Aspen Arms.

Staff will continue to process applications and will work with residents to ensure continued leasing and timely maintenance is being performed.

Maintenance and Inspection staff will be asked if anyone in the household is sick before entering a unit. Any inspections and non-emergency repairs will be rescheduled if there is an ill person in the unit.

We will be utilizing technology including conference calling, video conferencing, email, and phone interviews to continue serving residents and move applicants into housing from our waiting lists.

Social Distancing will continue and visitors may be asked to “mask up”.

### **Public Housing – Resident Services**

#### **Applicant Interviews:**

Pre-Applications will continue to be accepted and processed via mail.

Lease up interviews will be conducted by telephone and mail.

#### **Resident Hearings:**

Will be handled on a case-by-case basis.

#### **Lease Signings for New Tenants:**

Lease signings will continue as usual.

#### **Inspections and Accessing of Units:**

All routine, annual inspections will continue as usual.

Life and Safety inspections will be conducted by staff as needed.

Public Housing staff will have personal protective equipment (PPE) available.

**Transfers:**

Reasonable Accommodations/Emergency Transfers will continue as usual.

**Rent Calculations/Certifications/Evictions:**

Income changes reported by the resident must now be done via U.S. Mail, email, drop box, fax, or phone.

Lease violation notices will continue to be sent, and we will follow any applicable executive orders.

**Public Housing – Maintenance**

**Work Orders:**

All community rooms and community centers are open - social distancing as recommended by the CDC and the Minnesota Department of Health is required.

Public Housing tenants should continue to complete work order requests. They will be completed by significance (water-plumbing, electrical, heat) other and date filed.

**Section 8/Housing Choice Voucher Program**

**Actions affecting people new to the Housing Choice Voucher program:**

Intake appointments will now be conducted via U.S. Mail.

Briefings will now be held in person by appointment.

**Actions affecting on going file processing for current participants:**

Mailings will include a return checklist as a reminder of all the documents needed and will also encourage participants to return via email, mail, drop box, or fax to limit contact.

**Inspections of assisted units:**

Inspections for participants moving to a new unit and/or entering our program for the first time will continue. These are needed in order to begin housing assistance.

Inspectors will have PPE available for each inspection.

The HRA will continue to provide annual inspections for landlords.

Participants can request an inspection if they have a complaint that would warrant an inspection.

All re-inspections will be completed via self-certifications with pictures, and can be submitted by mail, fax, drop box, or email.

**Informational Links and Community Resources:**

MN Governor's Office: <https://mn.gov/governor/>

HUD Page on COVID-19: <https://www.hud.gov/coronavirus>

Center for Disease Control: <https://www.cdc.gov/>

MN Department of Health

<https://www.health.state.mn.us/diseases/coronavirus/index.html>