

HRHA policies regarding the Coronavirus Disease (COVID-19)

Effective Immediately

COVID-19 is a respiratory illness that can spread from person to person. Cases in the United States began in January 2020 and continue to increase. In response, HRHA is reducing person-to-person contact and restricting office visits.

PLEASE VISIT OUR WEBSITE AT WWW.HARRISONBURGRHA.COM FOR CONTINUING UPDATES.

Changes to HRHA Operations

- ✓ Main office closed to public, except lobby.
- ✓ Annual packets will be mailed to families, with instructions to complete & return them.
- ✓ Income changes can be made online at harrisonburgrha.com/change-in-income-form, or by phone. HRHA will be as flexible as possible with cut-off dates for accepting notice of COV19-related income decreases.
- ✓ Verifications (like pay stubs) may be emailed to HCV if you are comfortable doing so. Screenshots and photos of documents will be accepted on a temporary basis. Can't email, fax, or mail? Drop off paperwork in the lobby.
- ✓ Forms are online at harrisonburgrha.com or can be picked up in the lobby.
- ✓ Photocopies will not be made at this time. Items can be mailed back upon request.
- ✓ Inspections are being postponed. They will be conducted at a later date.
- ✓ The FSS office will not be seeing clients.
- ✓ Work orders will only be completed if life or safety issue.
- ✓ **Rent statements will be mailed, NOT picked up in office.**

What should you do?

- ✓ If you are sick, stay home.
- ✓ Wash hands for at least 20 seconds with soap.
- ✓ Use hand sanitizer with at least 60% alcohol.
- ✓ Cover coughs and sneezes.
- ✓ Avoid touching your face.
- ✓ PLEASE seek medical help if you have symptoms including fever, cough, and shortness of breath, and isolate yourself.
- ✓ More at cdc.gov/covid19

Questions & Contact - Phone: 540-434-7386 Fax: 540-432-1113

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Make sure HRHA has a current, working phone number to reach you, and an email address if you have one.