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## Letter to our Community from Jerome D. Ryans, President/CEO CoronaVirus Health Precautions and Temporary Procedures

At the center of The Tampa Housing Authority's purpose is our commitment to help our families and communities. Like many others affected by the coronavirus, this mission is dear to us, and we strive to provide the best services possible and to keep our staff and clients safe. To that end, we have activated stage 1 of our Business Continuity Plan in early March. We continue to monitor this situation closely, and we will share any changes to these procedures immediately as they become necessary.

Stage 1 is the Alert stage, and THA has assessed the recent information and followed the guidance of the CDC. The CDC recommends regular facility cleanings and limited personal contact as the most important preventive measures we can take at this juncture.

Recognizing that we must strike a reasonable balance between protecting everyone's health and providing the services that our clients need every day, we are implementing our services in the following manner. Of course, we will continue to monitor this situation closely, and we will share any changes to these procedures immediately.

- We ask that you limit your visits to our facilities. We are not accepting walk-ins or appointments and are doing everything through email, U.S. mail or telephone. Additionally, notices are posted at each of our facilities as well as Fact Sheets available to prevent the spread of germs.
- All re-briefings and owner briefings are cancelled until further notice.
- All recertifications are done by U.S. mail only. Families may email, U.S. mail or scan their information utilizing scanning kiosks located in our customer service lobby.
- All voucher issuance briefings are continued until further notice.
- Inspections are continued until further notice.
- Monthly HAP payments are continuing and, if delayed, you will be notified.
- If you are scheduled for an appointment and are not feeling well, please contact your housing representative and reschedule.

As needed, you may reach all staff via email. For contact information or to download forms, please visit our website at [www.thafl.com](http://www.thafl.com). To contact our Assisted Housing team, logon at <http://www.thafl.com/Departments/Assisted-Housing/contact.aspx>.

As always, our highest priority is and continues to be the health and well-being of everyone who comes into the Tampa Housing Authority.

**"CULTIVATING AFFORDABLE HOUSING WHILE EMPOWERING PEOPLE AND COMMUNITIES"**