

HOUSING AUTHORITY OF KANSAS CITY, MISSOURI

COVID-19 Response Plan

(this will be updated periodically)

OPEN LETTER FROM THE EXECUTIVE DIRECTOR

- I. In accordance with the Order of the City of Kansas City, all individuals, staff, residents and participants are to stay in their residences, except they may leave their residences or place of rest only to perform “Essential Activities” as defined in the Order. People at high risk of severe illness from COVID-19 are urged to stay in their residence or place of rest except as necessary to seek medical care and to obtain provision of essential life items. All individuals, staff, residents and participants shall exercise social distancing requirements at all times.

- II. **THE HAKC’S OFFICES ARE CLOSED, UNTIL FURTHER NOTICE EXCEPT FOR ESSENTIAL PERSONNEL.** Communications to HAKC should be through mail at 920 Main Street, Suite 701, Kansas City, MO 64105; or by email at HAKC@HAKC.ORG; or by phone at (816) 968-4100. Please note that call volume may be higher than usual, and we appreciate your patience as we work through this together.

- III. **TO OUR APPLICANTS**
 - A. **Applications** for both the Public Housing and Housing Choice (Section 8) voucher program will not be accepted at HAKC offices. Applications may be made online at WWW.HAKC.ORG and click on Apply On-Line.
 - B. **Applicant Interviews:** All in-person intake appointments are cancelled until further notice, and all applicants with interviews already scheduled will be mailed an intake packet and be given a phone interview.

- IV. **TO OUR RESIDENTS LIVING IN PUBLIC HOUSING**
 - A. **All Public Housing and Scattered-Site management offices are closed to walk-in visitors until further notice.** Site managers and maintenance personnel may continue to use the offices, but please do not contact them directly when they are on site. Use phone, e-mail, or mail.
 - B. **Lease Signings for New Tenants:** Lease signings and initial unit assignments will continue as usual.
 - C. **Rent Payments:** Rent from residents living in public housing remains due on the first of the month; however, HAKC will review individual cases for extenuating circumstances. Rent payments will not be accepted at HAKC offices. Rent payments may be made by mail to the Lock Box Housing Authority of KC, MO, PO Box 414226, Kansas City, MO 64179-9893, along with the top portion of your billing statement. If you do not have a statement, included your name and address.

D. **Lease Enforcement:** All evictions for non-payment of rent are suspended until the end of the “stay-at-home” period. However, HAKC will vigorously pursue evictions involving life-threatening violations, drug related violations and violations involving criminal activity.

E. **Resident applying for or living in Public housing - Hearings:** All in-person grievance hearings are suspended. Applicants may appeal their denial by submitting via email or U.S. Mail, a written explanation of why their denial should be overturned, along with supporting documentation. If applicable, Residents may appeal the adverse action by submitting via email or U.S. Mail, a written explanation of why the action should be overturned, along with supporting documentation.

F. **Rent Calculations / Re-Certifications:**

1. **Interim recertifications** will be conducted for income decreases only.
2. **Income changes** must now be reported by US Mail, e-mail, or phone.
3. Resident may request a **financial hardship exemption** (Minimum Rent Emergency Waivers) with supporting documentation.

G. **Resident Work Orders:**

1. Maintenance requests will only be accepted by phone to the work order number (816) 842-5309
2. All non-emergency work orders are suspended until further notice.
3. At this time, maintenance crews will only be responding to emergency, health, and safety items.
4. Maintenance workers will exercise all reasonable health precautions when working in your home. You and any children present should remain distant from the worker until the job is complete and he has cleaned the work area and exited.
5. Lock outs due to lost or forgotten keys will not be considered an emergency work order; but will be handled as expeditiously as possible.

H. **Inspections and Accessing of Units:**

1. All routine annual inspections will be postponed until further notice.
2. Life and Safety inspections will be conducted by staff as needed.
3. Housing Managers (HM's) will utilize all reasonable health precautions as available.

I. **Transfers:** Reasonable Accommodations/Emergency Transfers will continue as usual.

J. **Community Centers, meeting rooms, lobby seating and common areas:**

1. Community Centers and rooms will remain closed in order to maintain social distancing as recommended by the CDC.

- K. Only designated guests such as health care providers, aides, legal representatives and first responder personnel will be allowed in the building at **Brush Creek and Pemberton Heights**. Residents may request other guest be added to a guest list. Such guests must follow the health protocols issued by the Health Department and the CDC.
- L. If you are receiving case management, or a participant in the **Family Self-Sufficiency (FSS) program**, you will continue to receive case management by phone. Classes and other events may be canceled.
- M. If you are a participant in the **Choice Neighborhood Initiative program** and need assistance with relocation or have questions, please contact your Choice case manager.

V. **TO OUR HOUSING CHOICE (SECTION 8) VOUCHER HOLDERS**

A. **New Voucher applicants:**

- 1. **Intake appointments** will be conducted by phone or US Mail.
- 2. **Documents needed** may be returned by mail, e-mail, or fax only. Do not hand deliver.
- 3. **Briefings** will be held by electronic means only.

B. **Current Voucher holders:**

- 1. **All in-person appointments** are suspended until further notice.
- 2. Voucher holders may contact their **Program Specialist** with any questions.

C. **Rent Calculations / Re-Certifications:**

- 4. **Interim recertifications** will be conducted for income decreases only.
- 5. **Income changes** must now be reported by US Mail, e-mail, fax, or phone.
- 6. Resident may request a **financial hardship exemption** (Minimum Rent Emergency Waivers) with supporting documentation.

D. **If you are receiving case management, or a participant in the Family Self-Sufficiency (FSS) program**, you will continue to receive case management by phone. Classes and other events may be canceled.

VI. **TO OUR LANDLORDS**

- A. **HAP Contract** applications will continue to be processed by phone, email, fax or mail.
- B. **HAP Contract Payments** will continue to be processed.
- C. **Inspections:**

1. **Initial inspections** for new HAP contracts will continue.
2. **Complaint inspections** involving **Major Health and Safety** issues will be inspected.
3. **Inspectors** will utilize all reasonable health precautions when inspecting the unit. Please maintain safe distance (CDC recommends 6 feet) when conversing with the inspector.
4. Until further notice, in order to minimize **re-inspections**, Landlords may self-certify required repairs not involving major health or safety items. Remediation/abatement is required within 24 hours of the inspection. Re-inspections will be conducted when appropriate.
5. **Annual inspections** are suspended until further notice.

VII. TO OUR VENDORS AND CONTRACTORS

- A. **Repair and Construction Contracts** will continue per contract terms and scope of work.
- B. **All contract payments** will be processed as normal every 30 days or as otherwise stipulated in the contract.
- C. **All procurement processes** including RFP/Qs will proceed as normal except pre-bid conferences and interviews will be conducted by phone or video conference.

VIII. TO OUR COMMUNITY PARTNERS

- A. Until further notice, **communication with HAKC staff** will be by phone or electronic means.
- B. **All contract payments** will be processed as normal every 30 days or as otherwise stipulated in the contract.
- C. **Please observe HAKC requirements** regarding visiting HAKC properties or any satellite office your agency maintains on HAKC property. Consult your contract manager if you have any questions.

IX. TO OUR STAFF

- A. Only designated essential staff will be permitted at or in HAKC offices. All other staff will be required to work from home, when possible, or will be granted leave with pay.
- B. HAKC Public Safety will be working as normal and will be addressing all matters of a public safety concern.
- C. HAKC Board of Commissioners' meetings are suspended until the end of the "stay-at-home" period. If the need for Board action arises, a video conference or telephonic conference meeting will be scheduled.

- X.** During this urgent and unprecedented public health crisis, **the United Way of Greater Kansas City** wants to remind you of the referral services available through 211, a one-stop resource for community relief – food, financial help, utility assistance, tax services and more. Through 211, callers are connected to more than 8,000 programs run by nonprofit organizations and government agencies throughout the 23-county United Way 211 service area. For assistance, visit [211kc.org](https://www.211kc.org) or dial 211.