

March 18, 2020

Dear SLHA Housing Choice Voucher (HCV) Clients:

The St. Louis Housing Authority (SLHA) cares about the health of our residents, staff and partners, and we are taking the novel Coronavirus (COVID-19) pandemic seriously. We are monitoring the recommendations from the Center for Disease Control (CDC) very closely to ensure that our decisions are informed by the best and most up-to-date information.



Effective immediately, SLHA Offices are closed to the public until April 6, 2020. On the advice of public health professionals, agency staff will be primarily working from home and will be available to answer phone calls and e-mails and continue to conduct as much business as possible through these means. Please see the enclosed list for SLHA staff contact information.

If you have documents that you need to provide to your client analyst during this time, you can mail them or deposit them in the mail slots at either the Page Blvd. or Cook Ave. entrance. Please be sure to include the name of your client analyst on the deposit envelope. If you do not know the name of your Client Analyst, call an Intake Specialist.

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Commissioner

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Commissioner

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Commissioner

### **Inspections**

- SLHA has curtailed inspection activity during this time. Owners will be allowed to self-certify to the repair of unit deficiencies, including exigent health and safety items (gas leaks, water intrusion, sewage back-ups, etc.). You are encouraged to take pictures of the deficiency and send it to email address of the Inspector for your area. Inspectors are assigned to work in certain zip codes. Please see the enclosed list to identify the Inspector for your area.
- Inspectors will contact the tenant household to verify that repairs have been completed.
- Inspectors will restrict activity to new unit inspections *only for those families that have already been issued a RFTA for a new unit*. If you are one of these families, have your prospective landlord complete the RFTA and call the Inspector to complete the inspection. **Any other moves, including portability, are suspended until further notice.**
- SLHA will grant reasonable time extensions for routine maintenance repairs if there is a verified case of COVID-19 in your household, or if your household is quarantined.

### **Additional Information**

Please continue to contact the HCV staff for program-related information. A dedicated hotline (314-286-4249) and email address ([COVID-19@SLHA.org](mailto:COVID-19@SLHA.org)) has been established to answer questions related to general SLHA operations during the pandemic. The CDC continues to be the best source of information on COVID-19. Please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html> for more information.

Updates and additional information will be available via the SLHA website ([www.slha.org](http://www.slha.org)). In the meantime, please know that we are taking this situation very seriously and are committed to doing everything we can to ensure the health and well-being of our residents, clients, partners and staff.

Thank you for your understanding and cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Alana C. Green".

Alana C. Green  
Executive Director

Enclosures