



TOPEKA HOUSING AUTHORITY COVID-19 **EMERGENCY PLAN** **FREQUENTLY ASKED QUESTIONS (FAQ's)**

Please check tha.gov for the most updated list of FAQ's. Click on "Announcements" then COVID-19

Q: How to Contact your Housing Specialist:

A: By Phone or By Email. Full list of contacts available at tha.gov

Q: Do I have to let pest control into my home right now?

A: Although we highly encourage you to allow pest control into your home as it is important in maintaining the health and safety of your home, you will not receive a lease violation if you ask them to not come into your home right now..

Q: How to Report an Income of Change:

A: You can print an Income Change Packet from the website; www.tha.gov (go to Helpful Documents, THA Housing, and Income Packet) or your Housing Specialist can mail, email, or fax a packet

Q: How to get paperwork back to the THA office:

A: Mail, email, fax, or drop in the night deposit box

Q: How do I get a Date Stamp Copy of What I Turned In:

A: Your Housing Specialist or staff will mail, email, or fax a copy to you

Q: I Only Have Original Documents and THA Needs Copies:

A: You can print them off yourself (neighbor, friend, relative) or you can turn in the original documents and your housing specialist/staff will return them back to you.

Q: How to File for an Informal Hearing and How will the Hearing be Conducted:

A: By phone, mail, fax, or drop in the night deposit box. The Informal Hearing will be Done by Phone.

Q: Will I still be able to move in or transfer:

A: YES! Please return your Request for Tenancy Approval by mail, fax, email, or drop in the night deposit box. For Move In's and transfer's you will still have an appointment in office. You will be contacted to set up this appointment.

Q: What about Inspections:

A: Initial and complaint inspections will still be done; annual inspections will be



Q: Do still have to pay my rent?

A: Yes. Rent will still be considered late after the 5th of the month and you will receive late fee and Notice of Lease Violation (NOLV) if rent is not paid.

Q: How can I pay my rent?

- On line at www.tha.gov
- By phone (785) 268-3086. Please only leave one message with your name and return number. Your call will be returned within one hour.
- Drop box on East side of building, there will be signs directing you. Money orders or checks only, **NO CASH.**
- Direct debit from your bank or credit card, please call to set up 785-268-3086.

Q: What if I need to sign a repay agreement?

A: We will mail you the paperwork for you to sign. When you return it, you may either send the down payment by check or money order or we will call you to take credit or debit card information.

Q: How long will this last?

A: At a minimum until April 6, 2020

Q: What cleaning measures are happening.

A: Disinfecting surfaces in the common areas and elevators 3 times a day.

Q: Are services still being provided and are service workers still allowed?

A: Yes, where existing services exist. Commodities will be delivered door to door. Meals on wheels will be done as a grab and go from the lobby. Any care providers will still be allowed to enter.

Q. What can I do to protect myself.

1. **HANDS** - Wash them often
2. **ELBOW** - Cough into it
3. **FACE** - Don't touch it
4. **FEET** - Stay more than 10 feet apart
5. **FEEL** - Sick? Stay home



Q: Will Maintenance still be responding to Work Orders?

A: Maintenance will only be responding to Emergencies and Management Approved work order requests. Going to an emergency maintenance only plan is to help with limiting contact between THA/THMS staff and our residents for your health and safety and ours so that we can continue to serve our families.

Q: Who do we call for Workorders:

A: Call the Work Order Desk at 785-357-8842 Ext. 124

Q: What about my Work Order Request not considered an Emergency?

A: Please be patient with us. We still want you to report non-emergency work orders. We will be logging them and addressing them as soon as we possibly can.

Q: What constitutes an Emergency Workorder?

A: Emergency Work Order Guidelines will involve the following:

Water: Leaking Water, Flooding, No water, Clogged toilets, No hot water.

Electric: No or Partial Power,

Appliances: Appliances that have stopped working

Windows: Broken out windows

HVAC: No Heat when outside temp is below 60 degrees
No A/C when outside Temp is above 85 degrees

Lock outs/Change Locks

Gas Smell: Contact Gas Company

Call 911 if you are in need of the following: Welfare Checks, Fires, Health Issues, Domestic issues, other criminal activity.

Q: Is there still going to be after hours on call Maintenance

Yes, Maintenance will still be providing on-call after hours maintenance following the Emergency Work Orders Guidelines.

Q: May I still get bus ID's and bus passes from the office?

A: No. Once we reopen you will be able to.

Q: Can I bring others to my appointment:

A: We ask that only the essential household members attend the meetings for now.