

RHA Coronavirus Response – Updated December 14, 2020

RHA has been monitoring information and guidance released about coronavirus (COVID-19) and is taking measures to protect both our clientele and staff. We understand the hardships the pandemic has brought to our communities and are dedicated to continuing to provide essential housing services in a safe manner.

RHA is implementing procedural changes through January 31, 2021 including:

- **Closing office locations to the public.** RHA staff can be contacted by phone, email, fax, US mail or office drop box. General contact information is below.
- **Entering occupied homes only for urgent/emergency situations.** Regular and routine work orders will be logged and postponed until a later date.
- **Screening individuals for COVID-19 symptoms as necessary** to determine that individuals are not presenting symptoms while conducting in-person business with RHA.
- **Utilizing technology including teleconferencing and video conferencing** to carry out essential tasks safely including meetings and inspections.
- **Offering expanded online reporting and rent payment capacities.** Public housing residents wishing to set up a new account should contact their Property Manager for an account number.
- **Altering staff schedules and locations** as necessary to practice social distancing.

Staff will conduct business remotely to ensure that RHA's essential business continues safely. Updated information, forms, and policies are provided on RHA's website, www.rhaonline.com.

- **RHA business, general inquiries, and public housing** should be directed to (919) 831-8300 and info@rhaonline.com.
- The **Section 8** department can be reached directly at (919) 508-1105 and housinginfo@rhaonline.com.

Residents are reminded that they are responsible for paying their rent in accordance with their Lease Agreement. Households experiencing hardships are encouraged to report a change of status and contact their property manager to discuss any further options that could benefit them. RHA is working with residents who report a loss of income or hardship due to COVID-19 during these difficult times and hardships are reviewed on a case-by-case basis.

Please call or email your Property Manager if you are ill, have been exposed to the COVID-19 or are exhibiting symptoms including a cough, fever, or shortness of breath. Per CDC recommendations, please stay home and self-isolate if you are ill, have been exposed to COVID-19, or are exhibiting associated symptoms. RHA will accommodate you and address your needs in a safe manner.

Everyone is encouraged to lower the chances of contracting the coronavirus by assessing your risk, practicing good hygiene, and following recommended guidance from reputable health agencies. Safety precautions are subject to change as more information becomes available.

More coronavirus guidance can be found on www.ncdhhs.com and www.cdc.gov.