



CMHA has made some changes to its business processes in response to the COVID-19 Virus.

**Subject: Coronavirus Update**

CMHA continues to closely monitor developments with COVID-19 (2019 Novel Coronavirus) and following the guidelines of the Center for Disease Control (CDC). **Additional efforts CMHA is encouraging to be undertaken to prevent the spread of the virus:**

**Social-Distancing:**

- Meetings are encouraged to be held over the telephone.
- Landlords will be able to fax and email RTAs to CMHA instead of submitting them in person. Owners are now able to submit RTA for express processing via email to [rtaexpress@cintimha.com](mailto:rtaexpress@cintimha.com) or the document to 513-665-2961. Please make sure that you are completing the RTA fully and sending all pages of the packet to CMHA. (front and back). **Please do not use any other fax or phone number to submit the RTA. Remember, RTAs where the family is responsible for water/sewage in their current unit will require a water bill showing the bill is current submitted with the RTA.**
- Staff is continuously wiping down (with disinfectant) counter tops, doors and equipment in common areas.
- CMHA provides hand sanitizer stands in all of the Property Management and Administrative offices as well within the common areas of all buildings.
- CMHA is in the process of making its Landlord Orientation available online for new owners interested in participating with the HCV program.
- CMHA is canceling its **HCV Quick Connect, Marketing Mondays, Landlord Orientation** and **CMHA U** sessions for the months of March and April. The **Landlord Orientation** PowerPoint is available on our website. We are encouraging owners to utilize [GoSection8.com](http://GoSection8.com) to list their available units.
- Employees handling paper are being encouraged to use gloves.
- Inspectors will call families ahead of scheduled inspections to verify that no one is ill in the household before entering a unit. Voucher holders will also be able to submit pictures of deficiencies in units to [hcvhelp@cintimha.com](mailto:hcvhelp@cintimha.com). CMHA will then open a complaint inspection.
- CMHA will use online and mail in services for some activities such as, briefing and recertification appointments. Packets will be mailed to families with return envelopes for verifications and needed paperwork. Once eligibility is determined, the briefing will be made available and a voucher issued. If you are scheduled for an upcoming briefing or have a client that is scheduled, please do not come to our offices. This will now be handled via mail.
- CMHA will utilize WebEx and/or Skype for meetings/interviews to reduce face-to-face contact.
- CMHA is continually looking at ways to reduce risks to our clients, business partners and our staff by following best practices for our industry in accordance with CDC recommendations. If you suspect a client is ill, inform them that CMHA can process their needed paperwork remotely.
- If you are ill or have been in contact with someone that may be ill, please stay home and contact us via telephone or email. Our contact information is available on our website. [www.cintimha.com](http://www.cintimha.com)

CMHA will continue to monitor this situation. Our first priority is the safety and health of everyone. We will update our customers and business partners as additional information becomes available and changes are made to our business processes. If you have any questions, please give us a call at 513-977-5800.