

March 19, 2020

SHA Adds New Measures to Fight the Spread of COVID-19

Dear SHA participant Landlords:

The Spokane Housing Authority (SHA) is committed to doing everything we can to ensure the health and well-being of our communities. We want to keep you informed about SHA's response to the presence in the Spokane region of the novel coronavirus disease known as COVID-19.

We are taking additional measures, as recommended by the United States Government in efforts to slow the spread of COVID-19. Along with the previously initiated tactics, these additional steps are designed to help keep our tenants, staff, partners, and communities safe:

- Our lobby will continue to be closed
- Staff are working in the office on a limited basis starting March 23, 2020 until further notice
- We have essential staff working remotely to maintain rent payments and other critical functions.
- Use of web-based or conference call communications for briefings and meetings when possible.

Please be aware, Governor Inslee instituted an Executive Order banning evictions for non-payment until 4/17/20. We urge you to work with us through this crisis as most of our participants work service-industry and retail jobs. We have already started to receive an unusual amount of loss of income reports from voucher participants. While SHA has prioritized processing these changes and adjusting housing assistance payments accordingly, it may take longer than usual to ensure rent portions paid to you by SHA and your tenant remain at the proper amounts.

If you do not already have access to the Landlord Portal and would like access to view your payments, please email hapaccounting@spokanehousing.org.

Please note, if you currently receive a paper check via mail, there may be a slight delay in receiving your payment because of our limitations. If you would like to switch to direct deposit, email hapaccounting@spokanehousing.org to request an *Electronic Fund Transfer* form.

If you are diagnosed with COVID-19 and had recent contact with SHA staff, it is asked you contact Amanda Carpentier, HR Manager, at 509-252-7125 or acarpentier@spokanehousing.org. All proper privacy procedures will be followed.

We know the COVID-19 virus is causing great concern and want you to know that we share that concern. SHA is taking the situation very seriously and is closely monitoring developments. We will adjust our operations further as needed and will keep you informed of any additional changes we may make to protect our employees, clients, and residents.

Sincerely,

Pam Tietz
Executive Director