



RED CLIFF CHIPPEWA HOUSING AUTHORITY

37645 NEW HOUSING ROAD BAYFIELD, WI 54814

(715) 779-3744

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PUBLIC NOTICE

Temporary Emergency Operations Plan (TEOP) COVID-19

As a business that provides shelter, we have been deemed an essential business by Tribal Operations and the State. We are committed to maintaining customer service while also being ***very mindful of the safety of our tenants, their families, our employees and the overall health and safety of the entire community*** during this time. ***We have temporarily adjusted operations*** in response to Safer-at-Home & Tribal Operational Orders and recommendations for preventing spread of the COVID-19 virus, from the CDC and HUD. This includes following recommendations on self-isolation/telework, social distancing and safe drop-off/pick-up practices. We will monitor the situation closely and adjust operations as necessary.

Office Building Operations – Controlled Access

- **Face-to-face and person-to-person contact is restricted** to between the glass partition in the RCCHA reception area ***and only if absolutely necessary***. No foot traffic, visitors, delivery persons, etc. outside of RCCHA staff will be allowed inside the RCCHA administrative office space. Follow the guidelines and stay home, ***do not come to RCCHA offices, especially if you think you've been exposed, have traveled, are sick in any manner.***
- **Office hours remain unchanged and we will maintain minimal staff on-site** to sustain operations. You can still reach staff by leaving a message on their office extension or through email; many will be teleworking. Staff has the ability to check their work phone messages from home.
- Any VITA tax preparation services currently scheduled, will be re-scheduled after the Orders are lifted.

Resident/Tenant Services

- ***All efforts should be made to do everything electronically*** (or through regular mail) – recerts, rent payments, applications, verifications, communication, etc. Receipts will be mailed via the U.S. Postal System. Self-addressed stamped envelopes will be provided for convenience. ***Please make sure your contact information (phone number, mailing address, email address) is up to date.***
- **Rent** – If you are unable to make your rent payment due to layoff, quarantine or other COVID-19 related unemployment, please contact our office immediately to do an interim recertification. ***Please***

remember it is important to report changes in income as soon as they occur; reduced income levels can result in lower rent payments. As of the date of this public notice, the Housing Board has authorized one (1) month of rent relief for all Housing Tenants. If you have not paid your April 2020 rent, a credit will be entered for that month. If you have already paid April's monthly rent, a credit will be entered for May's rent.

- Lease-Ups may be limited, and contingent upon health and safety matters.
- Move-outs can occur by arranging to drop off house keys; date noted in the system and final close-out/inspection completed at a later date. Security deposit refunds cannot occur until after the move-out inspection has been completed.

Maintenance/Inspections/Garbage Pick-up

- Work orders are limited to performing those that are emergency in nature, and pose a threat to the health and/or safety of the tenants, the unit or the community. Emergency work orders are defined as the following:
 - Water pipes breaking; toilets/sinks overflowing; sump pump issues; serious leaks in windows, roof, walls.
 - Lack of heat or electricity.
 - Fires, Accidents, Natural Disasters
 - Break-Ins, Vandalism
 - Non-functioning smoke alarms or carbon monoxide alarms.
 - Non-functioning major appliances (refrigerator, range, washer, dryer)

If an emergency repair is needed at your home and your household is sick or under quarantine, you are required to notify the Housing Authority and the Maintenance Worker, so proper safety precautions may be taken to prevent the spread of COVID-19 and the danger to the community.

- Maintenance staff will continue to work in vacant units to ready them for occupancy.
- Annual inspections will be suspended until the Stay-At-Home Orders have been lifted.
- Garbage pick-up will occur as normally scheduled. During the month of April, Tenants may put out three (3) untagged bags per week, per household.

Housing Board Meetings

- Housing Board in-person meetings will occur utilizing video-conferencing or social distancing practices.

Watch our Facebook page ***Red Cliff Housing Authority*** for additional notifications and updates.

Red Cliff Chippewa Housing Authority Staff

Department/Program	Staff Member	Office Extension	Email Address
Maintenance	Mike Gurnoe	Ext. 3507	mgurnoe@redcliffhousing.org
	John Duffy, Bruce Gordon	Ext. 3509	
	Brian Bresette, Sam Newago	Ext. 3508	
	Dennis Spinner	Ext. 3502	spinner@redcliffhousing.org
Tenant Services	Colleen Hyde	Ext. 3501	chyde@redcliffhousing.org
Homebuyer/Homeowner Services	Cindy Butterfield	Ext. 3516	cbutterfield@redcliffhousing.org
Ross Grant Services	Peter Newago	Ext. 3514	pnewago@redcliffhousing.org
Administration	Jean Defoe	Ext. 3504	jdefoe@redcliffhousing.org
Procurement/Billing	Colleen Buffalo	Ext. 3510	cbuffalo@redcliffhousing.org
Human Resources	Tanya Wachsmuth	Ext. 3503	twachsmuth@redcliffhousing.org
Grants	Betty Kerr	Ext. 3515	bkerr@redcliffhousing.org
Director	Cheryl Cloud	Ext. 3505	ccloud@redcliffhousing.org