Hello! You are receiving this letter as you are identified as a tenant of the Omaha Housing Authority / Housing in Omaha and we would like to provide you information about our response to the COVID-19 / Coronavirus pandemic.

Factual information about COVID-19 was posted at all properties and provided to all tenants prior to this communication. If you are seeking additional information about the virus, please call or visit the Centers for Disease Control or Douglas County Health Department’s websites.

If you have been diagnosed with COVID-19 or have been directed by health officials to quarantine due to potential exposure, please follow the recommendations/guidelines provided to you. If you choose, you may also notify the zone manager of the diagnosis or directive.

After closely monitoring information from the Centers for Disease Control, local health departments, and similar entities, it is important that we implement several measures designed to reduce person to person contact associated with spreading the virus. As such, effective immediately and until further notice:

**Contacting OHA and Scheduling Appointments:**
Our team will make every attempt to answer questions and address concerns via phone or email. If an appointment is needed, appointments and meetings will be held by appointment only. If you need to schedule an appointment please begin by contacting your Zone Office (phone numbers are posted at each property management office). If you need further assistance, contact OHA’s main office line at 402-444-6900. Employees throughout OHA may be working modified schedules or working from home. We appreciate your patience when trying to reach us.

Please note that employees may be working in offices and throughout the buildings. However, they have been instructed to limit in-person contact. It may become necessary for OHA office/work sites to be closed during this response time. Employees will continue to respond to emergency maintenance needs through the currently established process.

**Community Rooms:**
At this time, OHA Community Rooms, TV Rooms, and Study Centers will remain open for individual use, but group gatherings are strongly discouraged. It is possible that these gathering areas will be closed in the future should the need arise.

**Tenant Association Meetings:**
Tenant associations are encouraged to review COVID-19 guidance associated with group gatherings and consider pausing group meetings.

**Afterschool and External Service Programs:**
External service provision, including Charles Drew, ENCAP, Methodist College, Creighton, food program, etc., will cease at OHA properties. Afterschool, sports, and academic programs sponsored by OHA have been suspended.
**OPPD/MUD**
OPPD and MUD have recently publicly stated they do not intend to interrupt service for customers struggling to pay utility bills during this time. Please work with the utility company directly if you have questions about your bill.

**On-Going Communication:**
The response to the COVID-19 pandemic is fluid and our response will adjust over time as the pandemic changes. Communication will be provided to tenants in a variety of ways, which may include:
- Notices posted in common areas
- Information distributed to each tenant unit individually or by mail
- OHA Website – [www.ohauthority.org](http://www.ohauthority.org)
- Social Media – Facebook & Twitter
- News Stations

Thank you for helping to protect our community. We will continue to proactively communicate with you as new or changed information becomes available.

Joanie Poore, CEO
Omaha Housing Authority