

# CULLMAN HOUSING AUTHORITY

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ADMINISTRATION BUILDING  
Telephone 256-734-6171  
Fax 256-737-0533

408 Cleveland Avenue, S.W.  
Post Office Box 487  
Cullman, Alabama 35056-0487

J. Steven Sides  
EXECUTIVE DIRECTOR

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## **COVID-19 Procedures for the Cullman Housing Authority**

**As of 4:30 PM Monday, March 16, 2020, the Cullman Housing Authority will be closing the office to the Public until further notice. If you have rent or any papers to drop off, either slide them through the door or put them in our secure mailbox by the road.**

**Only Emergency Maintenance Calls will be seen by the Maintenance Department during this time.  
The Emergency Maintenance Number is 256-734-4212.**

**This is for your protection as well as ours as we all deal with this rapidly changing situation.**

**We will post updates on the Office door, Facebook and our website: [www.cullmanha.com](http://www.cullmanha.com)**

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## Cullman Housing Authority COVID-19 POLICY

March 16, 2020

Dear Cullman Housing Authority Residents and Participants:

The Cullman Housing Authority is monitoring information provided by the Department of Health and Human Service (DHHS) and Centers for Disease Control (CDC) as concerns grow over the spread of Coronavirus (COVID-19). The State of Alabama has reported that they are now seeing new cases of COVID-19 that represent transmission in our community and expect to see more cases in the days to come.

We are committed to ensuring the health and wellbeing of our residents and are taking precautionary measures by asking residents to call or email staff who may be able to provide assistance without the need to visit our offices in person. We are limiting, cancelling or postponing community events; conducting most business via telephone, mail; prioritizing emergency and urgent work orders and postponing routine repairs, especially in a home with an ill person. By handling appointments by phone, and receiving payments in our mail box or slide in the door, we will be able to continue to meet the needs of our residents and clients while also helping to protect our staff as well as the community at large.

The following actions are in place to help keep our residents and staff safe:

### **Staying Home if Sick**

- CHA has instructed all staff who are ill, or have an ill family member, not to come to work until they have been symptom-free for at least three days.

### **Social Distancing**

- CHA is reducing person-to-person contact by asking staff whose jobs allow them to perform their work online, to work from home.
- Staggered start times are offered to staff to reduce travel congestion.
- CHA is postponing non-essential meetings and encouraging staff to conduct meetings as much as possible by telephone or online.
- CHA is asking residents to conduct business with CHA by phone whenever possible.

# **Ways to Contact Cullman Housing Authority**

Phone: 256-734-6171

Emergency Maintenance: 256-734-4212

On Facebook: Cullman Housing Authority

Website: [www.cullmanha.com](http://www.cullmanha.com)

Steven Sides: [cullmanha@bellsouth.net](mailto:cullmanha@bellsouth.net)

Breanna Lyvers: [brestell@bellsouth.net](mailto:brestell@bellsouth.net)

Stacie Roberson: [stacie\\_cha@bellsouth.net](mailto:stacie_cha@bellsouth.net)

Kelly Jones: [kajones35055@bellsouth.net](mailto:kajones35055@bellsouth.net)

Judy Steipp: [judysteipp@bellsouth.net](mailto:judysteipp@bellsouth.net)

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## INFORMATION FOR SECTION 8 HOUSING CHOICE VOUCHER (HCV) PARTICIPANTS AND OWNERS

### Hardship Rent Waiver

Housing Choice Voucher (formerly Section 8) clients who have experienced a financial hardship due to COVID-19 virus, such as the loss of a job or decrease in wages, can apply for a hardship waiver of rent, which will be made retroactive from the date of the hardship event.

### Recertifications

- All HCV recertification and interim appointments will be conducted by mail. Recertification appointment letters will include the recertification packet that clients will be required to complete, sign and return with the required income and verification documents for their household.
- Clients should mail their recertification packet to: CHA Section 8  
PO Box 487  
Cullman, AL 35056
- Section 8 participants with questions about their Recertification Packets should call and leave a message for Kelly Jones at (256)-734-7753.
- If you are a Section 8 participant and you have any questions or concerns with your landlord or you have any other question about Section 8 please contact Kelly Jones at (256)-734-7753.

### HQS Inspections

Until further notice, CHA will continue to conduct HQS inspections. Participants are asked to notify CHA of a suspected illness in your household in the event that an HQS Inspection is scheduled. To reschedule your HQS Inspection because of an illness please contact Kelly Jones at (256)-734-7753.

### HCV Owner/Landlord Services

- HCV Leases and HAP Contracts will be sent to owners and property managers via e-mail or U.S. mail for execution and signature with the prospective tenant. If you have any questions please contact Kelly Jones at (256)-734-7753 or via email at [cullmansection8@bellsouth.net](mailto:cullmansection8@bellsouth.net).

With growing concerns regarding the Coronavirus (COVID-19), we understand that there is a lot of uncertainty and stress surrounding these ever-changing circumstances. CHA is taking the situation very seriously and will continue to monitor developments. We will adjust our operations further as needed and will keep you informed of any additional changes, we may make to protect our residents and staff.

We are also working diligently to educate office and front line staff on best practices recommended by the CDC. This includes proper hand-washing, especially after handling cash and documents as well as implementing a temporary "no hand shake" policy. As always, we are still committed to providing exceptional customer service. Our goal is to assist you and your well-being by putting you at ease with as little disruption as possible.