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**A Message from Executive Director Anthony Nussbaum; COVID-19 Action Plan**

The Pawnee City Housing Authority is closely monitoring the rapidly changing situation regarding spread of the COVID-19 virus. As transmissions cases slowly creep closer to our local area PCHA will begin implementing additional measures to protect our employees and our residents.

In accordance with the Center for Disease Control and Prevention (CDC) and the Nebraska Department of Health, PCHA is adjusting its operations as detailed below:

**COVID-19 Action Plan – 3.27.20**

**1. Management Office**

- a. The management office will remain open and operating under normal business hours however the office will be closed to the public. Management will be available by phone and will schedule in-person appointments with residents or applicants on an as needed basis.
- b. Rent payments can be placed in the rent drop box or mailed to the management office. If you normally pay by cash please obtain a money order and mail it or place it in the rent drop box. The management office will mail receipts for all payments. If you have a loss of income, please contact the management office to discuss.

**2. Applications/Interviews & Leasing**

- a. Paper applications can be picked up by applicants in the south vestibule of the management office. Applications can continue to be completed via online or also downloaded online. Paper applications will need to be mailed to the management office or contact us to schedule other means.
- b. In-person intake appointments and applicant interviews will be performed as needed. If possible, interviews will be performed via phone rather than in person.
- c. Lease signings will continue as usual by appointment.

**3. Inspections**

- a. Routine inspections will be postponed until further notice unless warranted
- b. Life and safety inspection will be conducted by staff as needed

**4. Rent Recertifications**

- a. Interim and annual recertifications will be performed as usual by appointment. Paperwork will be delivered to your door or mailed in-lieu of in person meetings when possible.
- b. Residents should notify the management office of any changes in income. Decreases of income will be reviewed and rent adjustments performed as per normal operations. If residents have a loss of income due to COVID-19 or due to staying home with dependent children due to school closures, please contact the management office to discuss.

**5. Work Orders**

- a. All non-emergency work orders are suspended until further notice. Please continue to call the management office and report work order requests. If warranted, we will schedule a time to complete the work order.

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**6. Laundry Rooms**

- a. The laundry rooms will continue to be open for resident use

**7. Community Rooms**

- a. The community rooms will be closed to the public with the following exceptions:
  - i. Community rooms will be available for voting/polling on May 12, 2020
  - ii. Group meetings that have 10 or less attendees can continue to request use of the community rooms
  - iii. Resident that have reserved the community space for gatherings can continue to request use of the space at this time.

**8. Employees/Contracted Service Providers**

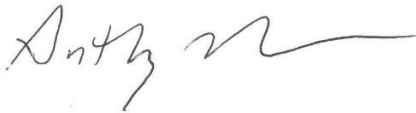
- a. PCHA has no plans to lay-off or furlough staff. There remains an abundance of operational work that must be completed.
- b. Inform your supervisor by phone or email if you are ill or have been advised to quarantine from your doctor.
- c. Inform your supervisor by phone or email if you need to stay at home to care for a dependent or a family member who is ill.
- d. If you do not want to come to work because you are afraid that you may come into contact with COVID-19 through the workplace please contact your supervisor.

If you have any question or concerns, please contact us via phone at 402.852.2133 or contact me in our Falls City office at 402.245.4204. You may also contact our office staff via email as detailed below. PCHA will provide further notices should additional information develop, or further guidance is required.

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Sincerely,



Anthony Nussbaum  
Executive Director