Dear Participants,

The Cuyahoga Metropolitan Housing Authority (CMHA) prioritizes the health and safety of our communities and wants to ensure the well-being of all our participants and employees. As the outbreak of COVID-19, commonly known as the novel coronavirus, continues to impact the greater Cleveland area, CMHA is taking extra precautionary measures to limit in-person interactions as recommended by the Centers for Disease Control and Prevention.

CMHA will continue to assist its participants. CMHA will be adjusting the hours of operation at 8120 Kinsman Road, as follows:

8:00 a.m. to 12:00 p.m.
1:00 p.m. to 5:00 p.m.

Effective immediately, public access to CMHA’s Main Campus (8120 Kinsman) will be closed. However, you may upload documents and submit them to CMHA via the Participant Portal. In addition, CMHA installed a secure document drop box in the vestibule area inside the main entrance doorway. There is a sign on the wall that identifies the drop box. Click here for commonly used forms. The vestibule will be open during the hours of 9 a.m. to 6 p.m. weekdays. NOTE: Between 9 a.m. and 10 a.m. each day is for seniors or those who may be immunocompromised to drop off documents.

During these hours, **CMHA WILL CONTINUE TO PROVIDE THE FOLLOWING SERVICES:**

- Process requests for voucher extension requests
- Process requests for informal reviews
- Review hearing requests
- Review requests for emergency transfers/moves
- Review requests for reasonable accommodations
- Complete recertifications by telephone, or extend recertification deadlines, as needed
- Update addresses/phone numbers
- Review Family Self Sufficiency program applications
- Cancel port requests
- Interims based on change of income will be accepted for processing by phone
- HAP Payments will continue to be made to landlords as regularly scheduled

**If you are a senior,** CMHA created a senior hotline number: 216-271-2424. Seniors who need any assistance should call this number, and CMHA will work with its community partners to meet those needs.
Other changes you will see:

- Suspension of all inspections, except for inspections for emergencies and move-ins where the proposed unit is vacant

- Participants and landlords are encouraged to call the Client Information Center at 216-431-1471, press 1, for the latest information and to visit CMHA’s website at www.cmha.net or follow CMHA’s Facebook and Twitter accounts

CMHA CARES ABOUT YOUR HEALTH:

1. Avoid close contact with people who are sick. Avoid handshakes altogether and other close personal contact.
2. Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
3. Avoid touching your eyes, nose and mouth.
4. Clean and disinfect frequently touched objects and surfaces.
5. Stay home when you are sick, except to get medical care.
6. Wash your hands often with soap and water for at least 20 seconds.
7. Best practice suggests social distancing and avoiding large social gatherings.

CMHA CARES about the health of our residents, our employees and the community. We are all dealing with this unique situation together and together we will get through this. We will continue to provide updates as information becomes available.

Sincerely,

Jeffery K. Patterson
Chief Executive Officer