



TOOELE COUNTY HOUSING AUTHORITY

66 West Vine, Tooele, Utah 84074
(435) 882-7875 • Fax (435) 882-7894

IMPORTANT NOTICE CONCERNING COVID-19

Date: March 18, 2020

To: All residents

From: DeAnn Christiansen, Executive Director

Re: Changes due to COVID-19 pandemic

Tooele County Housing Authority (TCHA) office remains fully committed to serving our residents and has implemented the following procedures of operation due to the COVID-19 pandemic:

- The office is closed to face to face visits; however you may contact us via phone (435)882-7875 EXT. 0 Or email us at housingtc@xmission.com.
- In most cases, case managers are able to respond to phone calls, voicemails and emails within one business day.
- Rent will continue to be due on the 1st of the month but no later than the 5th of the month. We strongly recommending that you call the office to pay rent with debit/credit card (435)882-7875 ext. 0. You may also pay your rent by mail or by placing it in one of our secure drop boxes located near our office building entrance at 66 West Vine, Tooele or Clark Cove Cottages 316 East Clark Street, Grantsville.
- Recertifications are required and will still be scheduled. Each will be handled on an individual basis and therefore may be completed via email and/or by using our secure drop box to deliver any forms, check stubs, documents, identification, etc. Some recerts may still be done by appointment. If you submit original documents, they will be returned to you at a later date. We need your absolute help in completing your recert in order to retain your housing.
- Please be aware our office hours have not changed. Although the office is closed to the public, we will continue to receive and answer phone calls and emails M-F 8:30 am-5:00 pm excluding federal and state holidays.

We understand many of you may face challenges in paying rent during these difficult times. Please contact your property manager right away if you are experiencing a decrease in income that may affect your ability to pay your rent.

Work Orders and Maintenance

- TCHA is prioritizing emergency and urgent work orders until further notice. The process for turning in an emergency work order has not changed.
- Non-emergency and work orders already submitted will be prioritized when we are able to work on them. However please continue to call in needed work orders. We ask for your patience and understanding at this time. Do not call in the work order more than once. Be sure to let us know if the problem gets worse. Simply email us at housingtc@xmission.com
- The process for calling in after hours to submit a work order has not changed.

Public Health Directives

In an effort to reverse the spread of COVID-19, officials have directed that the public avoid any unnecessary contact with others. To protect TCHA clients, partners and staff, and the rest of our community, it is essential that everyone follow all directives and guidance from the following agencies:

Public Health Directives for Utah Department of Health website <https://coronavirus.utah.gov/>
Center for Disease Control and Prevention (CDC) for COVID-19 updates visit
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>