



## Hendersonville Housing Authority

P. O. Box 1106  
203 N. Justice Street  
Hendersonville, North Carolina  
28793  
(828)692-6175

March 16, 2020

Dear Residents,

Due to the uncertainty of the **Coronavirus/COVID-19**, HHA has made the decision to reschedule any inspections, recertification appointments, or any appointments that would require you to come to the HHA Office or our staff to come to your unit until April 6, 2020. You will receive notification of new appointment dates.

If at all possible, please correspondence with HHA by telephone or email. Applications may be dropped off and date stamped to hold your application date, but interviews will be on a call back basis.

All non-emergency workorders will be completed after April 6, 2020. You may call the workorder into HHA but maintenance staff will not enter your unit for non-emergency repairs until after April 6, 2020.

Only workorders involving extreme water leaks, gas smells, smoke detectors or CO detectors, clogged toilets, no hot water or heat will be done during this time period.

If HHA Staff has to come to your unit, please make them aware you are sick or if you are in self-quarantine before they enter.

As a reminder for the community, if you suspect that you have COVID19 symptoms of fever, cough, and shortness of breath, you should first:

- Call the **Pardee COVID-19 Helpline (828-694-8048)** between 8:00 AM and 8:00 PM to determine if symptoms qualify for flu and/or COVID-19 testing.
- Do not go to the emergency department. Emergency Departments need to be able to serve those with the most critical needs.
- UNC Health COVID-19 Helpline 1-888-850-2684
- North Carolina Coronavirus Hotline 1-866-462-3821

If you have questions, please contact the HHA Office by phone or email (check our website at [hendersonvilleha.org](http://hendersonvilleha.org) for email addresses). HHA at this time is remaining open but trying to limit, as much as possible, foot traffic into our offices and units during this time period.

Diana Brow  
Executive Director