
MEMO

To: Knox County Housing Authority Stakeholders
From: Derek Antoine, Executive Director 
CC:
Date: Thursday, May 28, 2020
Re: Coronavirus disease 2019 (COVID-19) Agency Reopening Procedures

As you know, Knox County Housing Authority offices have been closed since March 16, 2020 to help curb the spread of COVID-19. The State of Illinois is moving into Phase 3 of its 5-phase reopening plan, and the KCHA is adjusting its operating procedures accordingly.

1. All offices will remain closed to the general public. Appointments may be taken, as necessary.
2. Rent is still required to be paid on time each month, and collection shall continue with the following enhancements:
 - a. Online payment of rent - the KCHA has partnered with Zego to provide online payment options, which may be accessed at <https://knoxcountyhousing.org/pay-your-rent>.
 - b. A drop box has been installed at our Central Office location – 216 W. Simmons St., Galesburg, IL 61401.
 - c. Payment at First Midwest Bank.
 - d. Rent is also accepted by mail to our Central Office location.
3. For appointments in our offices, we will adhere to the following protocol:
 - a. All visitors into our building must not be symptomatic for COVID-19. You will be asked, prior to entry, if you are symptomatic.
 - b. When you arrive for your appointment, call the office you are visiting to let them know you have arrived. The phone number for the office will be contained in your appointment letter.
 - c. Stay in your vehicle until it is time for your appointment. A KCHA staff member will call you and let you know when it is your turn to come in. KCHA staff will greet you at the door, and escort you to the office of your appointment.
 - d. While inside KCHA premises, you will be required to observe the following protocol:
 - i. Adults only shall be permitted into the building. No one under the age of 17 shall be admitted.
 - ii. A cloth mask or face covering, which shields the nose and mouth, must be worn at all times.

- iii. Social distancing must be observed to the greatest extent feasible. Stay a minimum of six (6) feet away from other persons.
 - iv. Feel free to make use of hand sanitizer that has been placed around the offices.
 - e. KCHA staff will observe the following protocol during necessary visitor appointments:
 - i. A cloth mask or face covering, which shields the nose and mouth, must be worn at all times.
 - ii. Social distancing must be observed to the greatest extent feasible. Stay a minimum of six (6) feet away from other persons.
 - iii. Individual office doors shall remain closed during periods of time when visitors are present.
- 4. Maintenance staff shall continue to clean and sanitize high-traffic spaces per the current protocol. Areas to which visitors will have access will be cleaned and sanitized between appointments.
- 5. Maintenance shall continue to respond to emergency work orders only. Emergency work orders include repairs to systems that provide life safety or repairing conditions that could lead to significant injury or death. Emergency work orders include:
 - a. Gas (natural or liquid petroleum) leak or fumes
 - b. Electrical hazards that could result in shock or fire
 - c. Inoperable or missing smoke detector
 - d. Interior air quality (inoperable or missing carbon monoxide detector, where required)
 - e. Gas/oil fired water heater or heating, ventilation, or cooling system with missing, damaged, improper, or misaligned chimney or venting
 - f. Lack of alternative means of exit in case of fire or blocked egress
 - g. Other interior hazards (missing or damaged fire extinguisher, where required)
 - h. Deteriorated paint surfaces in a unit built before 1978 and to be occupied by a family with a child under 6 years of age
 - i. Any other condition subsequently identified by HUD as life-threatening in a notice published in the Federal Register.
 - j. Any other condition identified by the administering PHA as life-threatening in the PHA's administrative plan prior to April 18, 2017 (the effective date of the January 18, 2017, implementation notice).
- 6. Likewise, only emergency inspections will be performed during this reopening phase.
- 7. While in dwelling units, maintenance staff shall be required to wear masks and gloves.

This memo and its contents are in effect from 06/01/2020 through 06/30/2020, unless modified, shortened, or extended. The safety of our staff and participants is of primary concern. Together, and through responsible action, we will get through this.

Respectfully,



Derek B. Antoine
Executive Director
Knox County Housing Authority