

*Housing Authority
of the City of New Braunfels*

300 Laurel Lane
New Braunfels, TX 78131-0906
(830) 625-6909

March 20, 2020

Effective Today, March 20, 2020 at 5:00 p.m.

Operational Changes at the New Braunfels Housing Authority (NBHA)

NBHA Still Doing Business

The following policy changes are implemented for **Public Housing Program** participants:

- Suspension of Notices to Vacate and lease violations
- Suspension of evictions for non-criminal activity
- Suspension of transfers, move-ins, move-outs
- Suspension of routine work orders
- Suspension of housekeeping inspections
- Suspension of late fees
- Closure of all property management offices and community room (Breakfast will be postponed. Senior boxes will be delivered. Mobile Food Pantry will be provided on “to go” basis)
- Emergency work orders will require additional troubleshooting via phone calls. Where there is an exigent (urgent or pressing) circumstance or reason to believe that there is a threat to life or property at a specific location, inspections will be conducted in compliance with CDC guidelines.
- Existing repayment agreements will be extended
- Recertifications will be processed electronically (i.e. phone, email, online)
- Rent payments should be made either online or by mail
- Visitors for social purposes, especially at elderly properties, are discouraged; Medically-related visitors and caregivers may continue to visit residents.
- Pest control services will be conducted on the exterior of buildings and common areas
- Pest control services will temporarily be suspended in residents units

The following policy changes are implemented for the **Housing Choice Voucher (Section 8)** participants:

- Recertifications will be processed electronically (i.e. phone, email, online)
- Closure of Section 8 lobby; clients should email or call
- Suspension of inspections
- Suspension of terminations
- Suspension of voucher issuance for current and new clients
- Suspension of moves and portabilities
- Landlord payments will continue to be processed but delays may occur

All NBHA-sponsored events have been postponed until further notice, as well. If you have any questions, please call us at 830-625.6909. All NBHA staff are following current Centers for Disease Control recommendations.