

April 28, 2020 – COVID-19 Update: On April 27 Governor DeWine issued guidelines for “Responsible Restart Ohio”. We have determined that these guidelines do not affect our current plan of operations described below. We anticipate that this current plan will remain in effect through the month of May. If you have questions call the office (732-6010) or email us at info@clermontmha.org.

March 23, 2020

Dear Tenant:

Ohio Governor, Mike DeWine, has issued a Shelter in Place order for all Ohio residents. Clermont Metropolitan Housing Authority (including Clermont Housing Corporation) is considered an essential business so we will remain open, but with some adjustments. In doing so, our number one priority will be protecting your health and the health of our employees. The following information is an update to information previously posted on the CMHA website and/or mailed to you.

Communication with Customers: The office is closed. A few employees may work in the office a portion of each day, but most office staff will work remotely from home. All customer communication will be handled by phone, email, or postal service, including applications, briefings, etc. Staff will respond to calls and emails as quickly as possible, but there may be delays.

We recommend that you mail your rent payment. Rent checks and other paperwork can still be turned in at the office using the drop-slot in the front door. If you are dropping off paperwork, make a copy for your records before dropping it off.

Rent for Clermont Housing Corporation Tenants: Unless the State of Ohio or Federal government issues an order to waive payment of rent or to permit a delay in the payment of rent, all rents will be due as usual; late payment penalties will apply; and eviction notices for nonpayment of rent will be issued. If you have a change of employment/income because of COVID-19, check to see if you can file for unemployment and [call us immediately](#) so we can work with you to create a payment plan.

Rent for HUD Housing Tenants: If you have a change in employment/income because of COVID-19, please send verification to your Occupancy Specialist or Housing Manager as soon as possible. They will determine if an income change is warranted. Please also check with your employer to see if you can file for unemployment. This information can be faxed to 513-732-0851 or sent via email to info@clermontmha.org.

Maintenance Repairs: Only emergency workorders will be completed. Staff will determine what is an “emergency”. Before entering a home, we will determine if someone in the home is ill. Staff may be wearing protective equipment when they perform emergency work orders. We will work closely with the Clermont County Health Department to determine how best to perform emergency work orders in a home where someone in the home is suspected to have COVID-19, or who has been exposed to someone who is suspected to have COVID-19.

We are monitoring the COVID-19 situation on a day-to-day basis and will adjust how we operate based on instructions that may be issued by local, state and federal officials. Significant changes in operations will be posted to our website, www.clermontmha.org.