Dear Program Participants, Residents and Vendors:

The Indianapolis Housing Agency is committed to the public's health during the COVID-19 pandemic outbreak. Consequently, property sites and the administration building are now closed to the public. Our staff, however, is available by phone or e-mail only.

**PROJECT BASED RENTAL ASSISTANCE/PROJECT BASED VOUCHER LOCATIONS**

This closure includes all property sites as well as the administration building. Tenants must use the drop box located at each site to remit payment and submit documentation. Also, only emergency work orders will be addressed for now. Tenants should continue to call the maintenance line at (317) 261-7483 to report work orders. Fliers will be disseminated to all units informing residents of this modified operation.

**HOUSING CHOICE VOUCHER PROGRAM**

Participants in the voucher program will not receive annual inspections at this time. Interim re-certifications and annual re-certifications are still being processed. Documentation must still be timely submitted via mail or placed at the agency’s drop box at 1935 N. Meridian. Initial inspections will be considered by the Director, Housing Choice Voucher Program.

**VENDORS**

All landlords will receive the Housing Assistance Payments timely subject to the federal government’s operating status. All other vendors are encouraged to submit invoices to AP@indyhousing.org for faster processing.

The IHA will continue to monitor this public health crisis and follow guidance from government leaders. Thank you for your understanding.

As a reminder, human coronaviruses most commonly spread from an infected person to others through:

- Respiratory droplets released into the air by coughing and sneezing;
- Close personal contact, such as touching or shaking hands;
- Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands; and
- Rarely, fecal contamination.

The best way to protect yourself from any respiratory illness, including the flu, is to:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use a 60% OR HIGHER alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

The Centers for Disease Control does not recommend that people who are well wear a facemask to protect themselves from respiratory illnesses, including COVID-19. You should wear a mask only if a healthcare professional recommends it. A facemask should be used by people who have COVID-19 and are showing symptoms to protect others from the risk of infection.

This situation is ongoing and evolving rapidly. For more information, including a list of frequently asked questions, visit [https://on.in.gov/COVID19](https://on.in.gov/COVID19).

John E. Hall
Executive Director