



Housing Insider

Issue 2020.3

"Communication leads to community."

Work Order Notice

To our tenants... During this time of county lockdown due to COVID-19, the EHA and maintenance team are working on how to best balance tenant and worker health and safety with maintaining work that needs to be done on units. In an effort to reduce the spread of COVID-19, maintenance continues to respond to work orders that compromise health and safety in each unit and surrounding areas. When responding to emergency work orders, maintenance team members will wear masks and gloves and will keep as much distance as possible from tenants; we may ask tenants to be out of the unit, go into other rooms, and/or wear masks while work is being done. Maintenance will make note of non-emergency/non-urgent work orders and will get to them as soon as safely possible in accordance with our agency COVID-19 policy and county COVID-19 regulations. Thank you for your patience during this time and please feel free to call regarding all work orders or any questions or concerns

In addition, please only use the emergency maintenance phone number for emergencies. Examples: Hot water heater erupted, toilet is clogged, you smell gas, etc.

General Information

Eureka Housing Authority office hours are Monday-Friday, 9:00-4:30, every other Friday closed. (**Note:** Lobby is closed until further notice.)

Please call our main line during business hours at (707) 443-4583 if you need assistance.

Address: 735 West Everding Street, Eureka, CA 95503

We have a payment drop box by our front door for easy submission of any amounts payable.

COVID-19

Emergency Guidelines

1. WEAR A MASK IN PUBLIC. Wash it frequently.
2. WASH YOUR HANDS. Scrub with soap for at least 20 seconds to kill germs before rinsing.
3. SHELTER IN PLACE. Stay home as much as possible.
4. KEEP 6 FOOT SOCIAL DISTANCE when you are out in order to prevent exposure.
5. DO NOT TOUCH YOUR FACE without washing/sanitizing hands first.

Follow these best practices. Protect yourself; protect others.

Just around the corner...

Oct. — 14th World Habitat Day

Nov. — 1st Daylight Saving begins — reminder to reset your clocks
26th Thanksgiving Day — office closed 26th and 27th

Dec. — 7th Pearl Harbor Day
25th Christmas — office closed

EHA Mission Statement: *The mission of the Housing Authority of the City of Eureka is to assist low-income families with safe, decent, and affordable housing opportunities as they strive to achieve self-sufficiency and improve the quality of their lives. The Housing Authority is committed to operating in an efficient, ethical, and professional manner, and treating all clients with dignity and respect. The Housing Authority will create and maintain partnerships with its clients and appropriate community agencies in order to accomplish this mission.*

Our Place: *From Tenant to Tenant*

By Anna Hamilton, Eureka Senior Housing resident

I took part in the Housing Authority's volunteer Resident Advisory Board (RAB) meeting in June. We had a phone conference with the staff for an hour and a half. We decided to add a column for the quarterly newsletter, because tenants have a lot to say! And we have questions.

Do you find the newsletter easy to read? Can you find what you need in it? Would you like it offered as an email? Do you need more contact information for EHA staff? Would you like the option to receive your EHA notices online? The office continues to improve its online services.

EXCITING NEWS You will soon have the option of online payments for your rent. No more stamps and trips across town, getting money orders or forgetting.

GOOD NEWS EHA has added a new member to the maintenance team staff.

VERY GOOD NEWS A new staff position had been created and filled, Housing Advocate. Most of you already know Jennifer Boone who was formerly our caseworker. She now works with Community Liaison, Logan Keyser, in resolving tenant issues, as well as works with Section 8 landlords, neighbors, other community members, and on special projects.

HAVE YOUR NEEDS CHANGED? If your physical health has changed and you can no longer safely get around in your apartment, let EHA know. They can help you with safety improvements in your unit. This question is included in your annual recertification.

RAB had some concerns, and had our voices heard. Please share your concerns too! Also, meet your neighbor. You can help keep your neighborhood safe.

Frequently Asked Questions>>>

Quick Answers to Help You

Reminder: Use of the dumpster next to the office is free. So cleaning up around your house or doing fall cleaning is easy. The dumpster is emptied on Friday's. If it is full, come back the next day it is open. Dumpster hours are Tuesday 8-10:30 a.m. and Thursday 1:30-3:30 p.m.

Neighborhood Watch: Are you interested in starting or participating in a neighborhood watch group? If so, please contact Housing Advocate Jennifer at 443-4583, x217.

Are drop boxes available? There is a drop box at the main entrance for paying rent and change forms. There is another drop box at the opposite end of the building for recertifications or large amounts of paperwork associated with housing changes.

Trash pickup? Tenants are responsible for trash, toys or trip and fall hazards around their unit. Please help maintain a safe environment for all.

Cleaning tip: Dust from the top down and dust each room, including the topsides of all furniture, undersides of shelves, handrails, picture frames, TV screens and knickknacks.

Do you have other questions you'd like answered?

Let us know and your question may be addressed in a future newsletter



Who to Contact

Call our main line at (707) 443-4583, then:

Abby for work orders.....x218

Neil for paperwork and certification questions.....x214

Stephanie for charges, account balance questions, and payments.....x221

For questions, complaints, or concerns about the neighborhood.....x211

Front desk for all other questions regarding Housing Authority services.....x210

Emergency Maintenance phone.....444-1424

In an emergency, please call 911 or the Eureka Police Department at (707) 441-4060