

***To our valued tenants, clients, landlords, community, and support agencies:***

***As a prevention strategy to reduce any possible transmission or spread of COVID-19, we will be closing our lobby until further notice. We are still here working to process paperwork, answer questions, and continue operations to the fullest extent possible during an unprecedented global situation.***

**Deliveries** (USPS, FedEx, UPS): Call our front desk at 443-4583 x210 for lobby access.

**Participant Paperwork**: Please submit any paperwork (notice of change, annual recertifications, etc.) via mail, email, or via our office drop-box. Notice of Change forms are available outside our main office and for printing off our website at [www.eureka-humboldt-hsg.org/NoticeofChange-form.org](http://www.eureka-humboldt-hsg.org/NoticeofChange-form.org). Your caseworker will follow up with any questions as soon as possible. For changes in income, please report the change within 10 days (yellow form). Your caseworker will follow up with requests for paperwork, but it is important that you report any change as soon as it occurs.

**Payments**: Use the drop-box to submit payment with the remittance stub from your monthly statement. If you do not have a remittance stub, please make sure your name and address is clearly written on your payment or envelope so we can process your payment correctly. If you want a receipt sent to you, please check the box on your remittance stub requesting a receipt.

**Applicants**: Please call to request an application. Submit completed applications via mail or the drop-box. Our staff will review your application and follow up with questions if the application is determined to be incomplete or send you confirmation of placement on the waiting list if your application is complete and you qualify.

**Maintenance**: Our maintenance staff will be focused on emergency work orders and turning empty units so we can house more members of our community. If you have a maintenance need, follow our normal protocol of calling in to 443-4583 x218 during office hours, or 444-1424 for after-hours emergency needs (such as flooding in your apartment, etc.). Please be aware that we may not get to routine maintenance needs for some time.

**Questions? If you have general program questions, call our front desk at 443-4583 x210.**

If you are a current participant, please call your caseworker with any questions. They will be returning calls as quickly as possible; please be patient as we expect them to be very busy.

Section 8, last name ends in <b>A-Gr</b>	443-4583 x216	<a href="mailto:davinao@eureka-humboldt-hsg.org">davinao@eureka-humboldt-hsg.org</a>
Section 8, last name ends in <b>Gu-Pr</b>	443-4583 x227	<a href="mailto:kristim@eureka-humboldt-hsg.org">kristim@eureka-humboldt-hsg.org</a>
Section 8, last name ends in <b>Pu-Z</b>	443-4583 x233	<a href="mailto:christyo@eureka-humboldt-hsg.org">christyo@eureka-humboldt-hsg.org</a>
Public, Family, Senior Housing	443-4583 x214	<a href="mailto:neily@eureka-humboldt-hsg.org">neily@eureka-humboldt-hsg.org</a>

If you live in housing authority-owned housing and have a complaint or concern, call 443-4583 x211.

We may be doing limited, pre-scheduled, in-person meetings; a PHA employee will call you to set this up if it is deemed necessary.

**Phone and email are preferred methods of communication. Please call or email your caseworker (see emails and phone numbers listed above) and provide current contact information for our records.**

***As a large provider of affordable housing in Humboldt County, serving a significant percentage of populations at high risk for COVID-19 (including elderly persons and persons with underlying health conditions), we take our obligation of service to our community, our employees, and partners seriously. We apologize for any inconvenience, and we thank you for your patience during this time.***