Notice to LDCHA Residents and Community Partners

Dear Residents and Community Members,

The Lawrence Douglas County Housing Authority is committed to doing everything we can to ensure the health and well-being of our residents. We want to keep you informed about LDCHA’s response to the novel coronavirus known as COVID-19. We are taking extra measures, including frequent sanitation of common areas in LDCHA buildings and asking residents to call or email rather than visit our offices in person. The following actions are designed to help keep our tenants, staff, partners and communities safe.

- LDCHA has locked its doors at all offices but operating on normal hours... staff are available at all our offices to address questions and concerns.
- LDCHA has instructed all staff who are ill, or have an ill family member, not to come to work until they have been symptom-free for at least three days.
- LDCHA is asking residents to conduct business with LDCHA by phone, email or the website to increase preventative measures.
- LDCHA is operating under CDC guidelines and utilizing methods such as social distancing and proper personal sanitation practices.
- LDCHA is now cleaning common areas of buildings at least daily, sanitizing door handles, railings, bathrooms, elevator buttons and other frequently touched surfaces.
- All group meetings including classes and youth program activities are cancelled.
- Staff will be present and phones will be answered during regular business hours.

Main Office: 785-842-8110  
Fax: 785-842-9596

Resident Services: 785-842-1533  
Fax: 785-841-8541

Babcock Place: 785-842-8358  
Fax: 785-842-0997

Clinton Place: 785-841-1000  
Fax: 785-841-8311

Individual staff emails are at https://ldcha.org/staff
General email inquiries to housing@ldcha.org
Leave a message through our website: https://ldcha.org/contact_us

All documents, rent, and other items brought to the main office must be left in the drop box on the south side of the building.

**Work Orders**

Only emergency work orders will be accepted and performed at this time. Emergency work orders can be called in or emailed. Emergencies are those items that are life threatening, safety issues, and for hazardous situations.

- Missing or inoperable smoke alarms
- Missing or discharged fire extinguishers
- Furnace not working at all
- Gas smell
- Entrance door lock or window locks within 6’ of grade not locking at all
- Any electrical problems consisting of exposed wiring or operating as intended
- Hot water tank leaking, or that has no hot water
- Plumbing leak or issue that causes an insanitary condition and/or can result in damage to property if not corrected immediately.

The Maintenance Director has the discretion to determine what is or is not an emergency item. Residents may contact Doug Mole; LDCHA Maintenance Director at 785-423-7228 if they are unsure if an issue is an emergency.

The spread of COVID-19 is a public health issue. To stay informed or ask questions, you should contact:

- Kansas Department of Health and Environment (785) 842-4600 or www.kdheks.gov
- Follow the Centers for Disease Control and Prevention (CDC) www.cdc.gov
- Follow the World Health Organization www.WHO.int

What you need to know about Coronavirus Disease 2019 (COVID-19)
- Symptoms of Coronavirus Disease 2019
- What to do if you are sick with coronavirus disease 2019 (COVID-19)
- Stop The Spread of Germs

We know the COVID-19 virus is causing great concern and want you to know that we share that concern. LDCHA is taking the situation very seriously and is closely monitoring developments. We will adjust our operations further as needed and will keep you informed of any additional changes we may make to protect our residents, staff and overall community members. If you have any questions, please call us at 785-830-2243.

To our community: Stay Well and Stay Safe
-Lawrence-Douglas County Housing Authority