



Housing Authority OF THE City of Shreveport

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The Housing Authority of the City of Shreveport (HACS) is working diligently to ensure the safety of our residents and staff in this time of a national health crisis. We are closely monitoring the rapidly changing situation regarding the spread of the COVID-19 virus.

HACS will continue following the guidance from the Department of Housing and Urban Development (HUD) and the Centers for Disease Control and Prevention (CDC).

Phase 3 Action Plan

HACS offices will be open to the public BY APPOINTMENT ONLY and we will adhere to the following procedures until further notice:

Low Income Public Housing/Scattered Sites and Maintenance

Applicant Eligibility:

- Applicant Eligibility will be completed by telephone, email and mail. In-person interviews will be conducted by appointment only. Masks are required to be worn while visiting HACS administrative office and social distancing of 6 feet will be practiced at all times.

Lease Signings for New Residents:

- All new resident lease signings will be by appointment only. Masks are required to be worn while visiting HACS administrative office and social distancing of 6 feet will be practiced at all times.

Inspections:

- All inspections will be scheduled in advance by Management Staff. Residents and Staff are required to wear masks inside each unit while the inspection is being conducted and social distancing of 6 feet will be practiced at all times.

Interim/Annual Certifications:

- All Interim and Annual certifications will be completed by telephone, email and mail. In-person interviews will be conducted by appointment only. Masks are required to be worn while visiting HACS administrative office and social distancing of 6 feet will be practiced at all times.

Work Orders:

- All work order request will return to normal. Residents and Staff are required to wear masks inside each unit while the work order request is being completed and social distancing of 6 feet will be practiced at all times.

Resident Services:

- All resident service events will be scheduled by Management Staff. Masks are required to be worn while attending all resident service events and social distancing of 6 feet will be practiced at all times.

Housing Choice Voucher Program

Applicant Eligibility:

- Applicant Eligibility will be completed by telephone, email and mail. In-person interviews will be conducted by appointment only. Masks are required to be worn while visiting HACS administrative office and social distancing of 6 feet will be practiced at all times.

Inspections:

- All inspections will be scheduled in advance. Participants and Staff are required to wear masks inside each unit while the inspection is being conducted and social distancing of 6 feet will be practiced at all times.

Voucher Issuances:

- Voucher issuances will be conducted by telephone, email, mail and video conferencing. In-person voucher issuances will be conducted by appointment only. Masks are required to be worn while visiting HACS administrative office and social distancing of 6 feet will be practiced at all times.

Hearings:

- All hearings will be conducted by video conferencing or in-person by appointment only. Masks are required to be worn while visiting HACS administrative office and social distancing of 6 feet will be practiced at all times.

Notice to Vacate/Unit Transfers:

- All Notices to Vacate/Unit Transfers will be accepted by email and mail.

Portability Requests:

- All portability requests will be accepted by email and mail.