

As the CoVid-19 situation in New Jersey continues to evolve, the HABC has rapidly responded and developed new processes to maintain the fluidity of our operations in the ever-changing business environment resultant of this pandemic. The extent of outbreak in our area is significant and the health, safety and well-being of employees, clients and participants remains our utmost priority.

CoVid-19 has disrupted our normal daily office activities; office operations will remain closed for the foreseeable future. Having successfully transitioned to remote operations we have prepared an agency continuity plan.

Despite disruptions to office operations all HABC essential business functions continue, uninterrupted. HABC has taken significant steps to ensure that our business services remain intact and fully functioning. We remain committed to being responsive to residents and program participants.

All administrators, administrative support, assisted housing specialists, accountants, and purchasing specialists are working remotely with clients, consumers, participants, partners and vendors. Most importantly, HABC continues to be responsive and address questions as they arise.

All property management and building maintenance functions continue, uninterrupted. Zone offices continue to field tenant calls and respond to emergencies, and to process tenant recertifications and rent changes. Routine work responsibilities of maintenance staff for all buildings have been heightened and directed to prioritize cleaning and disinfecting protocols.

Though all office hours and in-person meetings have temporarily ceased, program participants still have access to their assisted housing specialists through email and telephone. Email addresses for the Rental Assistance Programs Department can be found here <https://habcnj.org/assisted-housing-department/>. Voicemail is retrieved and returned regularly by all HABC staff members. Participants experiencing a loss of income related to CoVid-19 business suspensions and layoffs can contact their Assisted Housing Specialist to report income changes. For more additional program items please see our FAQ. <https://habcnj.org/covid-19-faq/>

Though the virus continues to impact people and organizations locally and globally, HABC remains committed to making sure our business and program operations continue. We have ensured the continuity of rental assistance payments. Landlord rental assistance payments will continue to be direct deposited the first of the month. We encourage all landlords to enroll in direct deposit so they may receive rent payments on time. To enroll, please contact Gail Carnevale at carnevale@habcnj.org and reference REQUEST TO COMPLETE DIRECT DEPOSIT in the subject line.

Annual recertifications for all program participants will remain in place. Annual recertifications are mandated under state statute and cannot be waived; as part of HABCs continuity planning, this function can now be completed remotely through our new electronic fillable recertification packet available on the HABC website. <https://habcnj.org/recert/> Participant households can complete all agency documents, upload all income and asset information, and certify the submission for all adult household members.

Again, HABC remains committed to providing its employees, partners and clients with the highest levels of service and support. We will continue to monitor the situation and make necessary adjustments to our operations as required in the best interests of program performance and service. We thank you for your patience and partnership as we boldly create a brand new way of doing business.