



## RED CLIFF CHIPPEWA HOUSING AUTHORITY

37645 New Housing Road Bayfield, WI 54814  
 (715) 779-3744 (715) 779-5044 Fax

### PUBLIC NOTICE

Temporary Emergency Operations Plan (TEOP) - COVID-19  
 Effective 10/4/2020

#### Office Building Operations – Controlled Access

- **In person contact with tenants/clients will not occur at this time.** No foot traffic, visitors, delivery persons, etc. outside of RCCHA staff will be allowed inside the RCCHA administrative office space.
- **Office hours – Front reception window will be open for tenants to drop off payments and/or paperwork from 1:30-3:30 p.m. daily.** Change will not be available. Receipts will not be provided on-site; they will be mailed.
- ***It is extremely important to have current contact information (phone number, mailing address, email address) on file.*** Electronic Communication is the recommended communication method of communication. You can still reach staff by email or by leaving a message on their office extension; they have the ability to check their work phone messages from telework.

Follow the guidelines and stay home, ***do not come to RCCHA offices, especially if you think you've been exposed, have traveled, are sick in any manner.***

#### Resident/Tenant Services

- Rent –
  - If you are unable to make your rent payment due to layoff, quarantine or other COVID-19 related unemployment, please contact our office immediately to do an interim recertification. ***Reduced income levels can result in lower rent payments.***
  - It is important to have a current payment arrangement; if you are behind on rent.
- Lease-Ups will still occur utilizing safe practices and social distancing.
- Move-outs can occur by arranging to drop off house keys; date noted in the system and final close-out/inspection completed at a later date. Security deposit refunds cannot occur until after the move-out inspection has been completed.

Maintenance/Inspections/Garbage Pick-up**After Hours On-Call Number: 715-209-0200**

- Garbage Pick-Up will occur as normal. ***For the month of October, tenants may put out an unlimited number of untagged garbage bags.***
- Work orders are limited to performing those that are emergency in nature, and pose a threat to the health and/or safety of the tenants, the unit or the community. Emergency work orders are defined as the following:
  - Water pipes breaking; toilets/sinks overflowing; sump pump issues; serious leaks in windows, roof, walls.
  - Lack of heat or electricity.
  - Fires, Accidents, Natural Disasters
  - Break-Ins, Vandalism
  - Non-functioning smoke alarms or carbon monoxide alarms.
  - Non-functioning major appliances (refrigerator, range, washer, dryer)

***If an emergency repair is needed at your home and your household is sick or under quarantine, you are required to notify the Housing Authority and the Maintenance Worker, so proper safety precautions may be taken to prevent the spread of COVID-19 and the danger to the community.***

- Maintenance staff will continue to work in vacant units to ready them for occupancy.
- Annual inspections will be suspended until the Stay-At-Home Orders have been lifted.

Housing Board Meetings

- Housing Board in-person meetings will occur utilizing video-conferencing or social distancing practices.

**Red Cliff Chippewa Housing Authority Staff**

<b>Department/Program</b>	<b>Staff Member</b>	<b>Office Extension</b>	<b>Email Address</b>
Maintenance Supervisor	Mike Gurnoe	Ext. 3507	<a href="mailto:mgurnoe@redcliffhousing.org">mgurnoe@redcliffhousing.org</a>
Maintenance	John Duffy, Bruce Gordon	Ext. 3509	
Maintenance/Custodial & On-Call	Brian Bresette; Kyle Klasen; Jesse Duffy; Louis Carlson	Ext. 3508	
Inspections/Project Mgmt.	Dennis Spinner	Ext. 3502	<a href="mailto:spinner@redcliffhousing.org">spinner@redcliffhousing.org</a>
Occupancy	Nissia Basina	Ext. 3500	<a href="mailto:nbasina@redcliffhousing.org">nbasina@redcliffhousing.org</a>
Resident Services	Colleen Hyde	Ext. 3501	<a href="mailto:chyde@redcliffhousing.org">chyde@redcliffhousing.org</a>
Homebuyer/Homeowner Services	Cindy Butterfield	Ext. 3516	<a href="mailto:cbutterfield@redcliffhousing.org">cbutterfield@redcliffhousing.org</a>
ROSS Coordinator		Ext. 3514	
Administration	Jean Defoe	Ext. 3504	<a href="mailto:jdefoe@redcliffhousing.org">jdefoe@redcliffhousing.org</a>
Procurement/Billing	Colleen Buffalo	Ext. 3510	<a href="mailto:cbuffalo@redcliffhousing.org">cbuffalo@redcliffhousing.org</a>
Human Resources	Tanya Wachsmuth	Ext. 3503	<a href="mailto:twachsmuth@redcliffhousing.org">twachsmuth@redcliffhousing.org</a>
Director	Cheryl Cloud	Ext. 3505	<a href="mailto:ccloud@redcliffhousing.org">ccloud@redcliffhousing.org</a>