

UHS COVID-19 Policies & Procedures

Office Hours and Applications

In an effort to prevent the spread of COVID-19 (coronavirus), Urban Housing Solutions offices will be closed for walk-in applications until further notice, effective immediately.

We will continue to accept applications in the following ways:

1. Paper copies of our application will be available to pick up in a box outside our leasing office at 822 Woodland Street. Completed applications **MUST** be dropped in the lockbox outside the leasing office. The application pickup/drop off locations at our leasing office are appropriately labeled.
2. Our online application can be accessed on our website. We ask that applicants first complete the pre-qualification survey at <https://urbanhousingsolutions.org/pre-qualify/>. After completing the survey, a link will be provided to proceed to the online application. The \$25 application fee can be paid online.
3. We will accept scanned/photo copies of all documents via email. Please send documents to shay@urbanhousingsolutions.org. If you cannot send documents via email, **we will only accept photo copies through the mail slot outside our leasing office. Please do not provide original copies.**

Staffing and Operations

Urban Housing Solutions has been thinking about how we can keep our employees, potential and current residents and the greater Nashville community safe in the wake of the pandemic of COVID-19. We believe it is our social and health responsibility to do our part to reduce the transmission of COVID-19. Here are some of the steps we are taking to protect everyone in this ever-evolving situation:

- Effective immediately, we will implement the guidance and best practices of Center for Disease Control (CDC) utilizing social distancing with office guests, applicants, residents and others in our Woodland office and all off-site facilities

- Increased frequency of disinfecting floors, surfaces and common areas throughout the day
- Increased daily cleaning routines including more frequent handwashing, use of sanitizer and cleaning of personal office equipment
- Limited group meetings and number of participants in office areas, common areas, interview rooms, etc., to make sure we are complying with social distancing

For staff, we are implementing the following protocols:

- Effective immediately, we will not conduct quarterly inspections of units to avoid potential transmission of COVID-19
- Maintenance Staff will use hand sanitizer before and after entering a resident's unit. If sanitizer is not available, gloves will be worn while in the unit.
- Ensuring all employees are trained in vigilant personal washing, cleaning, and wearing gloves when serving guests at our office
- Scheduling personnel to sanitize restrooms continuously throughout the day
- Having employees open doors for guests whenever possible
- Closely monitoring the health of our staff and enforcing any and all to stay home and not come to work even with the slightest of symptoms.

Please direct any questions regarding our policy changes to Traci Patton, Director of Operations, at traci@urbanhousingsolutions.org or 615-726-2696 ext. 147. We hope this change is only temporary, and we will send updates as the situation continues to evolve. We appreciate your understanding as we seek to promote the health and safety of our community.

Thank you.