



COVID-19 FAQ-Residents

Q. Will I still have to pay my rent during the outbreak of coronavirus?

A. Yes, all residents are expected to pay their rent. Rent is due on the 1st of each month.

Q. No one is in the office to give my rent to, what do I do?

A. Rent can be dropped at the Property Management office drop box. Please make sure you have included your rent statement, your name, and address so that your rent is properly assigned to you.

Q. I lost my job due to the coronavirus, how am I going to pay my rent?

A. Please contact your Property Management office via phone or email to discuss your specific options

Q. Will LMHA still provide maintenance?

A. LMHA will be providing emergency maintenance only at this time. Please call your assigned work order line for your location.

Q. Do I still have to do my annual recertification?

A. Please contact your Property Manager for further instructions.

Q. I don't know my Property Managers name or email address.

A. Here is a list of Property Managers by site along with their email address and phone number.

Oak Grove/ Dorrell/Jade/Devonsire /Olander/Marsrow/Willow Bend/various scattered sites	Tracey Dunn-Franklin	Tdunn-franklin@lucasmha.org 419-259-9478
Glendale/Flory Gardens / Elmdale/Mercer/Richmar/Scattered	Delaine Hampton	dhampton@lucasmha.org 419-259-9476
Weiler Homes/Spieker Terrace	Amy Gerber	agerber@lucasmha.org 419-259-9428
Ravine/Birmingham/Harry Hansen/Northern Heights/Pulley/Scattered	Lisa Keller	lkeller@lucasmha.org 419-259-9461
Port Lawrence/McClinton Nunn/Vistula/ Scattered	Cindy Shackelford	cshackelford@lucasmha.org 419-259-9564
TenEyck/Ashely/John Holland/Scattered	Eugenia Russell	erussell@lucasmha.org 419-259-9555



Q. Will LMHA have inspections?

A. Inspections on the public housing/conventional housing program are being temporarily postponed.

Q. Is my Service Coordinator still available?

A. Yes, your Service Coordinator is available via phone call or email only. See below list

Dorrell/Glendale/Oak Grove elderly	Charlotte Washington	cwashington@lucasmha.org 419-259-9561
Flory Gardens/Richmar	Serina Garmon	sgarmon@lucasmha.org 419-246-3161
TenEyck/Harry Hansen	Deb Harris	dharris@lucasmha.org 419-259-9590
Vistula Manor/Spieker	Deana Glover	dglover@lucasmha.org 419-259-9591
Ashley/McClinton Nunn /Northern Heights	Pam Tyler	ptyler@lucasmha.org 419-259-9482
Weiler	Terry Garland	tgardland@lucasmha.org 419-254-4370
Elmdale/Mercer/Oak Grove family	Valarie Golladay	vgolladay@lucasmha.org 419-246-3166
Port Lawrence/McClinton Nunn-family only	Kameron Kyser	kkyser@lucasmha.org 419-255-4875
FSS – Public Housing	Petronella Holmes	pholmes@lucasmha.org 419-389-0581

Q. Will we still have Commodities at our site?

A. Yes, currently, we are still providing Commodities. However, this may change at any given moment without notice. During Commodities, social distancing will be practiced for staff and residents. The number of residents allowed within the distribution area will be limited. LMHA will exercise its' right to shut down distribution of Commodities in the event of any unruly behavior.

Q. Is LMHA accepting transfers?

A. Currently LMHA is not accepting transfers that are non-emergency. However, emergency transfers may be delayed due to the limited availability of units.

Q. What is LMHA doing to help prevent the spread of coronavirus.

A. LMHA is following it's COVID-19 Action Plan that includes three phase 1. Education and Active Prevention; 2. Mitigation Phase; and 3. Business Continuity Phase. LMHA is



educating staff, practicing social distancing and limiting face to face meetings. LMHA has also begun to professionally sanitize all community spaces. (see below link to Action Plan)

<https://www.lucasmha.org/DocumentCenter/View/841/Lucas-Metropolitan-Housing-Authority-Action-Plan-Rev-1>

Q. Are there any resources available for me and my family?

A. Yes, you can contact United Way's 211 for additional community resources. All you have to do is dial 211 on your phone.