

# CHAD Corona Virus Policy

\*\*\*UPDATED 01/22/21\*\*\*

The CHAD Office is open by appointment only.

We are open for lease renewals & applications by appointment only. Please call our office at 630-456-4452 for further details.

The CHAD Staff will be working remotely and will continue to work on applications and lease renewals. Lease Renewal packets and Rent payments can be placed in the drop box outside the building. Rental applications can be emailed to [applications@chadhousing.org](mailto:applications@chadhousing.org) with all required documents or placed in the drop box.

Our maintenance staff will only be addressing maintenance emergencies, please call the Maintenance emergency line at 708-239-8582 to call in the work order. If you have any general questions, you can leave a voicemail at our office line at 630-456-4452. Please be patient with us, as we will be responding to voicemails and emails as quickly as possible. Thank you for your patience and understanding during this difficult time.

Due to the growing concern over the spread of the Corona virus (also referred to as “COVID-19”) we are instituting the following changes to CHAD office and maintenance policies starting Monday, March 16, 2020:

1. All meetings with CHAD staff are by appointment only. Walk-in visitation to the CHAD office will not be allowed until further notice. Please call CHAD to schedule a time to renew your lease, submit a housing application, or to make your rent payment with a CHAD staff member.
2. Please stay home if you are sick or have symptoms of being ill. If you, or someone in your household, are ill, do not schedule an appointment at CHAD’s offices until the illness has passed. CHAD is committed to helping reduce the spread of the virus to you and to CHAD staff.
3. Visits to your home by CHAD’s maintenance and leasing staff will include the use of disposable gloves and cleaning wipes. If a CHAD employee observes that you, or someone present or in your household, are sick or show signs of illness, the CHAD maintenance or leasing staff are instructed to cancel the visitation and the appointment will be rescheduled to a date when no illness is present.
4. Pay rent online if possible or mail your rent check in advance of the rent due date. Check our website at [www.chadhousing.org](http://www.chadhousing.org) for instructions on how to pay rent via credit card and bank transfers.
5. Please know and expect that CHAD staff will ask you screening questions about the health of all members of your household prior to meeting with you at CHAD’s offices or at your place of residency. If you report illness within your household or symptoms of the viral infection, a meeting at either CHAD’s office or at your place of residency will not be scheduled until such time as illness or symptoms of infection are gone.