

THA OFFICES WILL REOPEN

The Tuscaloosa Housing Authority offices will re-open to the public beginning Tuesday, May 26, 2020. Please review the new safety procedures below prior to your visit. Visitors are encouraged to drop off and pick up information, and to conduct business by phone or email, when possible. In-person interactions will continue to be limited. Please be aware that our new office hours will be from 8:30AM until 5:00PM Monday-Friday. We look forward to serving you!

Procedures for entering the THA main office on Jack Warner Parkway

- Visitors may drop off or pick up information with no interaction necessary – the drop-off and pickup location will be easily identifiable upon entering the lobby
- Visitors requesting to speak to a THA staff member will be screened for symptoms of COVID-19 and have their temperatures taken by a non-contact infrared thermometer upon entering the lobby
- Individuals with temperature readings above 101 degrees will be informed of the reading and kindly asked to leave the premises to avoid potential contamination
- Visitors with acceptable temperature readings will be invited to proceed to the receptionist
- Visitors will explain their reason(s) for needing to speak with a THA staff member to the receptionist – the receptionist will determine whether the business should be handled by phone or email, or if speaking to a staff member is deemed necessary – the receptionist may contact the staff member to assist with this determination
- If speaking with a staff member is deemed necessary, the receptionist will invite the visitor to the waiting room until the THA staff member becomes available
- A maximum of eight (8) visitors will be allowed in the waiting area at any given time

Procedures for entering THA site offices (Branscomb, Crescent East, and Hay Court)

- Visitors may drop off or pick up information with no interaction necessary – the drop-off and pickup location will be easily identifiable
- Only one visitor will be allowed in the lobby at a time – if the office door is locked, the manager is likely assisting another visitor
- A notice with the manager's phone number will be placed on the outside office door – if the door is locked, visitors should call the manager to schedule an alternate time for their visit

Things to consider prior to visiting our offices

- Please **do not** visit our offices if you are sick or have been directly exposed to someone who is currently sick or has been sick within the last 7 days
- Walk-ins are welcome; however, we request that you call ahead to make an appointment to ensure the appropriate staff member is available to assist you during your visit
- Please wear mouth and nose face coverings – including homemade masks, scarves or bandanas
- If you're dropping off documentation, please complete all essential information to include the necessary signatures
- Please place information to be dropped off in a clearly labeled envelope, which includes your name, address, and contact information – please also make sure it is clearly addressed to the attention of the appropriate staff member

Safety remains a priority! THA staff members will wear masks, and hand sanitizer will be available to both staff and visitors at all times.