

Commissioners
Kelvin J. Daniels, Chairman
Hemis N. Ivey, Jr., Vice Chairman
Kim Brown Crawford
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THE HOUSING AUTHORITY

of the City of Daytona Beach
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Ms. Terril Bates
Chief Executive Officer

May 14, 2020

Dear Resident:

The staff at the Housing Authority of the City of Daytona Beach have continued to work during most of the Corona Virus pandemic. We are taking steps to change the way that we manage some things in order to ensure the safety of our communities.

We will be installing message boards in your community so that we can share information regarding the housing authority, but also so that we can inform you when partners have special events like food, testing or other activity that you may benefit from. Our staff is working on establishing Facebook and YouTube pages as another means of keeping you informed. Each Tuesday and Thursday, HACDB staff will broadcast on WELE-AM, 1380 at noon. This is another way for you to receive information about the housing authority and things that we are doing to improve our services.

Through the HUD, CARES ACT, funded by Congress, the HACDB is able to provide special services for you, like the package that you are receiving today. If you become COVID positive there may be additional support that we can offer, like paying for you to be able to be safely away from your household so that your family members do not become ill. There are other things that we may be able to help with regarding COVID. Please contact Jacqueline Garcia at garciaj@dbhaf1.org, if you require special services. Mrs. Garcia will log your request and research to determine if we can help or can find a partner agency to support you.

During this time one of the most important things that you can do is keep your home environment clean. Never before has cleaning been so important to our health. Follow public guidance regarding hand washing, using masks and gloves when you are in areas where social distancing is not possible. Remember, social distancing is 6-10 feet away from other people. Think carefully about places and people that you visit and keep informed by watching news programs, reading newspapers or informational flyers prepared by credible organizations (Volusia County, City of Daytona Beach, CDC or others).

At this time, we are not seeing the public. Most of our services will be delivered by the internet or mail. Please check your mail regularly. If you return to work, remember to report it within 10 days at info@dbhaf1.org so that you do not end up owing the housing authority money for unreported income. If you have a portion of rent to pay be sure that you are paying it. If you have had a loss of income please report it so that your rent can be adjusted.

Maintenance is only responding to emergencies though the end of the month, but you can call in other items. As soon as we are able to safely address your work order, we will. You may be asked questions regarding health in your household, and we may elect not to perform a work order if there is a serious housekeeping issue or there appears to be a medical issue.



Beginning June 2020, each community will have a dedicated Property Manager. There is now an onsite Manager at Northwoods who will be responsible for Northwood Village, Northwood II and Walnut Oak. There is also an onsite Manager at the Windsor. The Maley will have its own Manager and so will Caroline Village and Palmetto Park. We will send contact information for your Manager once we have finalized things. Recertifications and interims will be processed through our new Yardi computer system. You will be receiving mail about how to register on line to be able to recertify, request work orders and other activity.

A technology center will be opened at 118 Cedar to serve the Windsor and Maley. The Neighborhood Network Centers will soon be open in a manner that protects our residents and staff. The housing authority is working with a partner to try to bring food packets to our communities. We will keep you informed if this is approved. There will be summer lunch at Northwood Village and Palmetto Park Centers.

We may be able to assist with internet and tablets for students and will contact you if you have eligible members.

MOST IMPORTANTLY STAY SAFE, STAY POSITIVE, DREAM YOUR DREAMS and continue to work with us to improve our service to you.

Sincerely,

Terril Bates
CEO
Housing Authority of the City of Daytona Beach