Dear Residents, Landlords and Community Stakeholders,

In an effort to help mitigate the spread of the COVID-19 (Coronavirus), GDPM has temporarily modified our procedures to continue serving our residents and keeping our community safe. During this crisis, we will continue providing services by email and telephone as well as our website. Call 937-910-7500 or 937-910-5400 or visit www.gdpm.org.

FREQUENTLY ASKED QUESTIONS

IS GDPM CURRENTLY CLOSED FOR BUSINESS?
While our office doors are closed, we will remain available to our residents. All essential business will continue to be done through email, online and by telephone. Due to the voluminous number of calls, we have enlisted the services of a call center to assist staff in answering calls and questions between the hours of 1:00 pm and 5:00 pm Monday through Friday.

APPLICATIONS:
The HCV waiting list is currently closed, however, our office is accepting applications for Public Housing which are available on our website or you may pick up a copy outside our main entrance facing the parking lot. Mail or place completed applications in our drop box located on the front of the building located at 400 Wayne Avenue, Dayton, OH. Appointments for new applicants are not being scheduled at this time, but will resume when our office reopens to the public.

HOW DO I GET MY APPOINTMENT RESCHEDULED?
All postponed appointments will be rescheduled once GDPM returns to normal business.

MY VOUCHER IS GOING TO EXPIRE, WHAT DO I DO?
All vouchers are being extended until this crisis is over.

HOW DO I REPORT AN INCOME CHANGE?
Visit our website at www.gdpm.org and click on the Income Change link.

HOW DO I REQUEST A REASONABLE ACCOMMODATION?
Visit our website at www.gdpm.org and click on the Reasonable Accommodations, and Domestic Violence/Stalking/Sexual Assault/Dating Violence Requests link.
HOW ARE VOUCHER TERMINATIONS AND HEARINGS BEING HANDLED?
All terminations in process are being postponed. Hearings will be scheduled once GDPM returns to normal business.

WILL I CONTINUE TO RECEIVE MY UTILITY ALLOWANCE?
Yes, utility allowances will still be paid.

WILL RENT CONTINUE TO BE PAID TO THE LANDLORD DURING THE CLOSURE?
Yes, rent payments will be paid during the closure.

WHAT IF I HAVE A MAINTENANCE ISSUE?
If you currently reside in GDPM property and have an emergency maintenance issue, call the work order number at 937-222-4229 or 937-278-5828.

ADDITIONAL QUESTIONS AND INFORMATION:
We encourage anyone who has any issues that cannot be resolved by using the procedures described above, to call 937-910-7500 or 937-910-5400 during the hours of 1:00 p.m. and 5:00 p.m. Monday through Friday or visit our website at www.gdpm.org.

WHAT CAN I DO TO PROTECT MYSELF, MY FAMILY AND FRIENDS?
The best source is the Center for Disease Control. They provide the most up-to-date information from the experts. See https://www.cdc.gov/coronavirus/2019-ncov/index.html.

We remain committed to our residents, landlords, employees and the community. I personally appreciate your patience and understanding while we stay in place during this crisis.

Sincerely,

Jennifer N. Heapy, Chief Executive Officer
There are confirmed cases of COVID-19 in Ohio. Please continue to protect yourself from all infectious diseases by using these precautions.

**PREVENTION**

- Stay home when you are sick
- Avoid contact with people who are sick
- Get adequate sleep and eat well-balanced meals
- Wash hands often with water and soap (20 seconds or longer)
- Dry hands with a clean towel or air dry your hands
- Cover your mouth with a tissue or sleeve when coughing or sneezing
- Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces
- Clean and disinfect “high-touch” surfaces often
- Call before visiting your doctor
- Practice good hygiene habits

**CLEAN ALL “HIGH-TOUCH” SURFACES EVERY DAY**

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Additional information from the Centers for Disease Control and Prevention: https://www.cdc.gov/coronavirus/