

As concerns over COVID-19 continue to rise we would like to share information about how the Glens Falls Housing Authority (GFHA) is handling this situation and its effect on our voucher holders in the community, residents, staff, and vendors.

We have taken measures to ensure all communications stay open should circumstances intensify. GFHA believes it is important to share the following information with you:

- To limit community exposure during this public health crisis, GFHA is suspending all annual/recertification inspections. Please consult your case worker and landlord regarding any deficiencies. If you need any assistance with this, contact Patrick Hayden at 518-793-2583 ext. 105 or email: [patrickh@glensfallshousingauthority.org](mailto:patrickh@glensfallshousingauthority.org)
- Our corporate office location at 23 Jay Street, Stichman Towers, Glens Falls, NY 12801 is currently closed to the public and the Window will remain closed to our residents in the high-rise buildings, the drop slot remains open. Voucher holders returning endorsed documents may deliver to the drop box in the foyer of Stichman Towers or communicate with your case worker via email or phone: 518-793-2583 or fax 518-745-7862
  - Cherie Kory ext 101 [cheriekory@glensfallshousingauthority.org](mailto:cheriekory@glensfallshousingauthority.org)
  - Robert Landry ext 102 [robertjlandry@glensfallshousingauthority.org](mailto:robertjlandry@glensfallshousingauthority.org)
  - Kathleen Collier ext 104 [kathleenC@glensfallshousingauthority.org](mailto:kathleenC@glensfallshousingauthority.org)
  - Patrick Hayden ext 105 [patrickH@glensfallshousingauthority.org](mailto:patrickH@glensfallshousingauthority.org)
  - Cassandra Porter ext 106 [kassandraP@glensfallshousingauthority.org](mailto:kassandraP@glensfallshousingauthority.org)
  - Stephanie Nasr ext 107 [stephanieN@glensfallshousingauthority.org](mailto:stephanieN@glensfallshousingauthority.org)
  - Barbara Bennett ext 108 [barbaraB@glensfallshousingauthority.org](mailto:barbaraB@glensfallshousingauthority.org)

Some of our employees may be working remotely during this time, feel free to leave a message at the above extension and your concerns will be address on the same business day.

Do not call our “812” Senior Housing building emergency number your call will be redirected to the above extensions. Any concern that cannot be addressed via phone email or conference call will be handled on a case by case bases through scheduled appointments.

- We encourage our voucher holders, residents, employees and vendors to avoid any in-person meetings whenever possible, as we have the tools and resources necessary to arrange for conference calling and video conferencing where needed.
- We are closely following the guidelines from HUD, Warren and Washington County Public Health, the Centers for Disease Control and Prevention (CDC), and other local health and community organizations. We appreciate the trust you place in us and we want you to know that the health and safety of our residents, voucher holders, employees and vendors remains our top priority.
- Maintenance has increased the frequency of regularly scheduled cleanings and sanitation efforts across all our buildings seven (7) days a week. We personally reached out to all residents in our Public Housing Family and Senior High-rise buildings to carefully monitor who they are allowing entry into the buildings for services and support and to ensure the population they can contact us using the 812 number for any concerns and needs during regular business hours M-F 9-12 & 1-4pm. Maintenance is on call after hours for any building emergencies. Public Housing residents will speak to a live responder when dialing the 812 number.

We are confident GFHA can continue to provide the quality and service you have come to expect without interruption while ensuring our employees remain healthy and safe. Please reach out to your Primary Care Physicians for guidance with any symptoms you may be experiencing and follow the advice given.