



*Ocala*  
Housing Authority

HUD Certified Housing Counseling Agency

CHIEF EXECUTIVE OFFICER

Dr. Gwendolyn B. Dawson  
FL Licensed Real Estate &  
Mortgage Broker  
NMLS #383663

BOARD OF COMMISSIONERS

Tanya M. Hanks  
Chair

Reginald Landers, Jr.  
Vice Chairman

Dr. Marcia Roberson-Fields  
Treasurer

LaToria Francis  
Resident-Commissioner

Howard L. Gunn, Jr.  
Commissioner

PHYSICAL ADDRESS

1629 NW 4<sup>th</sup> Street  
Ocala, FL 34475-6051

MAILING ADDRESS

P.O. Box 2468  
Ocala, FL 34478-2468

TELEPHONE

(352) 369-2636

TDD

+1 (800) 545-1833; ext. 507

FAX

(352) 369-2642

EMAIL

[contactus@ocalahousing.org](mailto:contactus@ocalahousing.org)

WEBSITE

[www.ocalahousing.org](http://www.ocalahousing.org)



EQUAL HOUSING  
OPPORTUNITY

Equal Opportunity Employer

March 18, 2020

Dear Community:

While there remains much to be learned about the Coronavirus (COVID-19), it is important that we recognize the need to consider the health of our residents, our staff, our partners and others in the community. Ocala Housing Authority (OHA) management are reviewing official information as it becomes available and may need to make adjustments accordingly.

There are some immediate changes in our normal procedures that may impact how you do business with us. We thank you in advance for your cooperation as we manage through this difficult period. Below is a list of business practices that will be impacted. Please understand that we wish to do all that we can to serve you while ensuring that we are also doing everything that we can to protect the health of our community.

1. Housing Choice Voucher (HCV) recertifications will be conducted by mail or Internet. The staff will mail the recertification packets to you. Please complete them and either return by mail or they may be dropped off at 1629 NW 4<sup>th</sup> Street, Ocala, FL 34475. A link to a recertification packet will be available on our website at [www.ocalahousing.org](http://www.ocalahousing.org)

2. HCV and Public Housing staff will conduct appointments, via telephone. Voucher briefings will be held using virtual appointments as much as possible. Staff will connect with clients and landlords using webinars, via skype, to answer your questions. In addition, we will manage as much of the portability process by mail or email, as possible. Please inform our staff if FaceTime is available on your phone.

3. Tenants who live in housing authority properties will be asked to manage recertification and other activity by dropping documents into a bin that will be placed in the foyer at the main office. Again, we encourage you to manage as many transactions by phone or email as possible. If FaceTime is an option for you, please notify our OHA staff.

4. For the next several weeks, the OHA maintenance team will respond to emergency work orders *only*. Again, this is for your health and safety as well as that of our staff. If you have recently traveled, or are currently sick, please inform us at the time your work order is called in. You may be asked additional questions; we appreciate your cooperation. Our staff may need to make a decision regarding how to best serve you if you are currently ill, in a high-risk group, or have recently traveled. We appreciate your understanding.

5. Activities involving group meetings may be canceled until further notice. We will make every effort to manage meetings utilizing Internet and other technology.

It is so very important that you complete and return your Census packets. Census data directly dictate the amount of grant funding every community receives for housing and food assistance, infrastructure improvements, and education, just to name a few of the critical areas impacted by this data. Census data is kept confidential and the OHA nor any of the other agencies you receive assistance from, will be privy to your answers

We are in touch with HUD and continue to monitor information from our local experts such as the Marion County Health Department, Marion County School District and the Centers for Disease Control (CDC). As we receive updated information, we may be able to adjust some of the conditions listed above. Most importantly, we want all of our residents, staff, partners and community members to remain healthy and to make sounds and reasonable decisions and choices during this health pandemic. We appreciate your patience and understanding. Thank you for allowing the OHA family to serve your family.

Sincerely,

*Dr. Gwendolyn B. Dawson*

Dr. Gwendolyn B. Dawson, CEO  
Ocala Housing Authority