

## **FCCHA Office Coronavirus Closure Notice**

The FCCHA office is closed to the public until further notice. FCCHA continues to provide services to our residents and customers during regular business hours through the following options: **telephone, fax, email, U.S. mail, or by drop box.**

**Telephone: (931) 967-0344**

**Fax: (931) 967-4451**

U.S. Mail address: **FCCHA, P.O. Box 502, Winchester, TN 37398**

The office staff may be contacted via email, as follows:

**Crissie Moss – cmfccha@bellsouth.net**

**Christy Shields – csfccha@bellsouth.net**

**Pamela McGhee – pmfccha@bellsouth.net**

For residents or applicants who wish to bring payments or documents to our physical location, a mail slot (*drop box*) is located within the front door of the Main Office, located at:

**136 Ross Lane, Winchester, TN 37398**

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Other measures FCCHA currently implements to help reduce in-person interactions and to help protect residents and employees are:

- Rent payments are accepted by mail or those dropped in the mail slot at the FCCHA office
- Routine work orders will be completed, if determined by the maintenance staff worker that social distancing guidelines can be maintained by the resident(s) and maintenance worker during the work order repair.
- Emergency work orders will be completed providing the resident maintains social distancing guidelines during the work order repair.
- Housekeeping inspections have been suspended until further notice, unless required for health and safety purposes.
- Pest control services will resume normal treatment inside and outside the dwelling units, unless the resident notifies the FCCHA office prior to scheduled treatment that someone in their household is sick, or has a valid concern that their health may be compromised by the pest control contractor entering their unit. Alternative measures will be implemented in these situations on a case-by-case basis.