

Ilion Housing Authority

100 West Main Street

Ilion, NY 13357

(315) 894-2159

May 29, 2020

Dear Residents of the Ilion Housing Authority,

During these uncertain times of the COVID-19 pandemic, the safety of all of you and staff of the Ilion Housing Authority has been my highest priority. As Governor Cuomo is easing restrictions and businesses are reopening, I want to reopen the office slowly and take every precaution to ensure it is reopened correctly. As of June 1, 2020, the Office staff will return to work during normal business hours, but the office will remain closed to the public. If there is a specific reason that you need to speak to a staff member in person, please call me and arrangements will be made. Once the staff and I feel comfortable reopening the front window for face to face service, I will let you know. The office staff will be available Monday – Thursday 9:00am – 1:00pm and 2:00pm – 4:00pm and Friday 9:00am – 1:00pm by phone to take work orders and answer questions. Rent payments can be called in, mailed, or put in the drop box and all receipts will be mailed.

The Maintenance staff will begin doing non-emergency work orders starting June 1, 2020 with a new policy to ensure your safety as well as the Maintenance staff. If you do not follow the policy, the work order will not be done. The policy is printed on the back of this letter.

The lobby, Community Room and computer room will remain closed until further notice. I ask that everyone continue to wear a mask in the common areas and practice proper social distancing.

This pandemic is something that we have never experienced before. I know it can be frustrating to stay home and not enjoy life as we use to. It is important to continue to follow the rules so we can once again all enjoy time together. I will keep you updated on when the office will reopen to residents and public. I appreciate all your patience and cooperation.

Thank you,

Cathy McGrellis
Executive Director
Ilion Housing Authority

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Work Order Policy/Procedure

To ensure the safety of the Maintenance staff and the residents of the Ilion Housing Authority please follow the policy below when a work order is placed as of June 1, 2020 forward:

1. Call the work order into the office.
2. The Office staff will give you a timeframe of when the Maintenance staff will come to your apartment.
3. All members of the household must be wearing a mask or face covering the entire time the Maintenance staff member is in the apartment
4. Stay in another room or properly social distance from the Maintenance staff member (at least 6 feet)
5. Allow the Maintenance staff to complete work without interference.

If you do not comply with the policy, the work order will be not completed. If you are not wearing a mask or face covering, the Maintenance staff member will not enter your apartment.

Thank you for you anticipated cooperation.