



# West Palm Beach Housing Authority

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3700 Georgia Ave • West Palm Beach, FL 33405 • (561) 655-3582 • Fax (561) 655-4381

March 16, 2020

Dear Tenant,

Thank you for your participation in the West Palm Beach Housing Authority's (WPBHA) housing programs. This notice is to inform you of the efforts the WPBHA is taking to protect you, your family and the employees of the WPBHA during the current Corona Virus (COVID 19) situation:

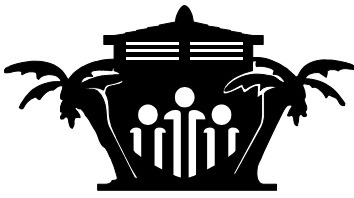
- Effective immediately the West Palm Housing Authority will not be conducting in-person business with our clients or the general public until further notice. Contact our staff via email or telephone (see below for contact information) with any questions you may have. *All phone calls and emails will be returned within 24 hours, if possible.*
- All in-person interviews will be suspended and rescheduled for a later date. Be assured that **no penalties** will be imposed on households until all restrictions are lifted.
- Families who have changes to their household during this period should report the changes by email. If email is not available, you may drop off the information in the drop box at **3801 Georgia Avenue, West Palm Beach, FL 33405**. Packages must be clearly marked with the name of the person you wish to receive your information (see reverse).
- Maintenance will continue to provide coverage for emergency and urgent work orders only. Please continue to contact the relevant maintenance line for any maintenance issues (see reverse).
- Visitors for social purposes are discouraged at all of our developments, especially where vulnerable and elderly members of our community live. We ask that all our tenants practice social distancing and abide by advice provided by the Centre for Disease Control ([www.cdc.gov](http://www.cdc.gov)) during this time. Remember to regularly wash your hands with soap and water for twenty seconds.

The WPBHA will be updating our website ([www.wpbha.org](http://www.wpbha.org)) regularly and we also encourage you to follow our Facebook page (search for [westpalmbeachhousing-authority](https://www.facebook.com/westpalmbeachhousing-authority)) for immediate notifications and updates.

Your housing needs and safety is very important to us and we thank you for your patience during these times of uncertainty. We are committed to working with each of you to ensure that you maintain your affordable housing assistance.

Sincerely,

Laurel Robinson,  
**Executive Director**  
**West Palm Beach Housing Authority**



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## Staff contacts:

### Asset Management Team

Eligibility and Lease Up Manager, Ms. Darlene McElhaney  
e: [dmcclhaney@wpbha.org](mailto:dmcclhaney@wpbha.org) | t: 561 655 3582 ext. 1310

Certification Manager, Ms. Annette Christensen  
e: [achristensen@wpbha.org](mailto:achristensen@wpbha.org) | t: 561 655 3582 ext. 1502

Compliance and Support Manager, Ms. Marlene Palacio  
e: [mpalacio@wpbha.org](mailto:mpalacio@wpbha.org) | t: 561 655 3582 ext. 1302

Property Quality Manager, Ms. Dora Rovirosa  
e: [drovirosa@wpbha.org](mailto:drovirosa@wpbha.org) | t: 561 655 3582 ext. 1308

### Maintenance Team

For all maintenance issues tenants must call the number for your development:

Southridge: (813) 386-9221

Sabal Palm: (813) 386-9210

Robinson Village, Pleasant City and 619- 6th Street Residents: (813) 386-9235

Twin Lakes, Robinson Villa, 905 Grant Street and 2115 Division Ave: (813) 386-9286

**Emergency maintenance issue** requires an immediate response. This includes situations which pose a threat to a tenant's life, health, safety or the property itself:

- Gas leaks (smell of gas or sound of gas)
- No electricity
- No water
- Smoke alarm broken, damaged or missing
- Electrical shortage
- Running water inside unit
- Toilet stoppage when only one toilet in the unit
- Broken sewer line or broken water pipe causing flooding
- Lack of security for the unit (broken window, unable to lock window, unable to lock entrance door)

Note: Your air conditioner not working is **not** an emergency.

**Urgent maintenance issue** requires response within 24 hours as it impacts the habitability of your home:

- No hot water
- Stopped up kitchen sink
- Broken glass in windows
- Stove not working
- Refrigerator not working properly
- Air conditioner units