



KAUA'I COUNTY HOUSING AGENCY
THE COUNTY OF KAUA'I

DEREK S. K. KAWAKAMI, MAYOR
MICHAEL A. DAHLIG, MANAGING DIRECTOR

ADAM P. ROVERSI
HOUSING DIRECTOR

MEMORANDUM

DATE: July 20, 2020
TO: Kim Tamaoka
FROM: Adam P. Roversi, Housing Director
RE: Changes to Housing Agency Standard Operating Procedures Under Covid-19 Emergency

Effective **Monday, July 27, 2020**, the Kaua'i County Housing Agency's Rental Assistance Division will resume providing public window service from 8 a.m. until 4 p.m. Monday through Friday. A mask is required to enter the building, and to receive service.

Window service includes picking up and returning applications for rental assistance, dropping off documents, and preliminary inquiries.

For more in-depth assistance from the Rental Assistance Division in completing applications an appointment is required. For an appointment, existing clients should call their assigned caseworker directly. New clients who have not yet been assigned to a caseworker may call 241-4440.

For assistance from the Development Division, an advance appointment is required. To make an appointment with the staff of the Development Division, please call 241-4444.

For delivery of mortgage and lease payments at any time, or for delivery of Rental Assistance paperwork outside of regular window hours, the Housing Agency now has a secure mailbox located at the Rice Street Entrance to the Pi`ikoi Building. Any documents placed in the secure drop box after 4 p.m. will be marked as received the following business day.

www.kauai.gov

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