

Pronto Housing Income Certification  
COVID-19 Procedures

During these times of social distancing and increased public safety, Pronto Housing has the following procedures to complete income certifications:

1. We will limit, as much as possible, in-person interactions.
2. Tenant outreach will be conducted via email or phone if email isn't possible.
3. All document collection will be initially requested electronically. Each household will receive a link via email, to an individual, secure Dropbox folder in which they can upload their documentation.
4. Any forms requiring signatures will utilize Docusign via DropBox, or be sent via email.
5. If any forms require notarization, we will coordinate via OnlineNotary.net for remote notarization.
6. For residents who are not comfortable with technology, we will offer document drop off / pick up, to be coordinated via the management office, Pronto Housing office, or by phone with folders left under the resident's door.
7. In person appointments can take place at a resident's request, while taking precautions to avoid the spread of COVID-19. If possible, these appointments will take place in the building's management office. If need be, appointments can take place in Pronto Housing's office, where in-person, socially distant private meetings can be accommodated.
  - a. These appointments will be spaced so that a cleaning of the used space will be done before each new appointment.
  - b. Masks are required to be worn at all times and temperature taken.