



UPDATE REGARDING COVID-19 AND HOW THAT AFFECTS DHA + KHA

Our office is CLOSED to the public. The situation changed so drastically over the weekend and continues to change hour by hour. We are making decisions in the best interest of our community and our staff. We are working to maintain operations while doing our part to maintain social distance and prevent the spread of COVID-19. Below are the updated steps we are taking as an agency:

- ✓ **NO APPOINTMENTS- DOORS CLOSED TO PUBLIC.** Submit documents, letters and other correspondence by email, fax, mail by USPS or via our afterhours drop box. We have attached employee emails and our main contact information.
- ✓ **NO scheduled appointments** - contact your Program Specialist for alternative ways to complete your recertification paperwork. Our office is temporarily conducting certifications by mail and guidance by phone. It is critical that you do not report to your schedule appointment while we are on lockdown. Please see attached employee directory to contact your specialist.
- ✓ **“Pick Up” folder Suspended** - All items that are usually available for “pick up” at our front desk, will be mailed via USPS, emailed or Faxed during this unpredictable period. Please confirm your contact information with your Program Specialist when requesting documents, including moving packets.
- ✓ **Limiting Inspections**– Initial (new move-in’s) for vacant units, and 24-hour violation inspections will be conducted. Initial Inspections for units that are occupied will be done by self-certification and a follow up inspection date will be scheduled in the future. Re-inspections will be confirmed by documentation or scheduled for a future date. All annuals are postponed until further notice.
- ✓ **Be patient with our staff!** – Naturally this will increase phone calls and emails. Our staff will remain diligent in returning your questions and concerns. We will get back to you within 48 business hours and are operating with “all washed-hands on deck!”

We continue to evaluate the situation by following local and federal government, CDC and WHO suggested practices. As we receive more information, we will share it to you as soon as possible. You can log into your Rent Café account or visit our website for the most current information at www.dupagehousing.org We want to thank you for your patience and understanding as we work through this situation together. Please stay safe and practice clean health!

Updated March 16, 2020

DHA Employee Directory

Name	Title	Direct Dial	Email Address
April Wisch	Portibility Coordinator	(630) 593-8210	awisch@dupagehousing.org
Areli Franco	Certification Specialist	(630) 593-8227	afranco@dupagehousing.org
Brandon Ejupi	Accountant	(630) 593-8212	bbejupi@dupagehousing.org
Candice Vaughn	Program Specialist	(630) 593-8220	cvaughn@dupagehousing.org
Christine Celeste-Wade	Finance Manager	(630) 593-8231	cwade@dupagehousing.org
Cristine Diaz	Program Coordinator - KHA	(630) 593-8218	cdiaz@dupagehousing.org
Dan Moore	Inspector	(630) 593-8222	dmoore@dupagehousing.org
Dominque Edmond-Jordan	Lead Contract Specialist	(630) 593-8228	djordan@dupagehousing.org
Gail Winfield	Intake Coordinator	(630) 593-8211	gwinfield@dupagehousing.org
Hayden Perkins	Certification Specialist	(630) 593-8223	hperkins@dupagehousing.org
Isabel Diaz-Gallegos	Contract Specialist	(630) 593-8204	idiaz@dupagehousing.org
James Stafford	Compliance Specialist	(630) 593-8209	jstafford@dupagehousing.org
Jennifer Lesh	Program Specialist	(630) 593-8220	jlesh@dupagehousing.org
Jerry Lowman	Inspector	(630) 593-8221	jlowman@dupagehousing.org
Kenneth Coles	Executive Director	(630) 593-8207	kcoles@dupagehousing.org
Kristin Sartore	Program Manager	(630) 593-8208	ksartore@dupagehousing.org
Lisa Howe	Compliance Manager	(630) 593-8225	lhowe@dupagehousing.org
Malinda Smith	Program Manager	(630) 593-8202	msmith@dupagehousing.org
Mario Carrasco	Program Manager	(630) 593-8206	mcarrasco@dupagehousing.org
Nicole Glynn	Human Resource Manager	(630) 593-8216	nglynn@dupagehousing.org
Randy Ridgeway	Lead Inspector	(630) 593-8205	rridgeway@dupagehousing.org
Rosa Avila	Program Specialist	(630) 593-8203	ravila@dupagehousing.org
Sandra Rosario	Program Specialist	(630) 593-8227	srosario@dupagehousing.org
Scott Lamantia	Program Coordinator - DHA	(630) 593-8229	slamantia@dupagehousing.org
Shaquille Artis	Inspector	(630) 593-8214	sartis@dupagehousing.org
Susan Martin	Sr. Administrative Assistant	(630) 593-8207	smartin@dupagehousing.org
Terry Politis	Program Specialist	(630) 593-8215	tpolitis@dupagehousing.org

To know which Specialist is assigned to your tenant, or which inspector is assigned to your town/city, log into the Landlord Housing Rent Café through our website, www.dupagehousing.org

MAIN CONTACT - PHONE: (630) 690-3555 **EMAIL:** INFO@DUPAGEHOUSING.ORG **FAX:** (630) 690-0702