

# HARRISBURG HOUSING AUTHORITY

## **UPDATED SHUT DOWN NOTICE & Frequently Asked Questions and Answers**

Consistent with Governor's Wolf's "stay at home" order, the Harrisburg Housing Authority (HHA) will remain shut down at least through April 30, 2020. We understand that this will cause a significant amount of disruption to the services that our residents, participants and partners have come to expect from us. During the shut down, we will continue to monitor our social media outlets, website, emails, message boards and letters sent to our attention. However, for a more immediate response (especially in the event of an emergency), we have included new Department specific email addresses below.

We realize that there are many questions that people have. Below are answers to a number of commonly asked questions. As always, we strongly encourage everyone to continue being vigilant about their safety, including but not limited to **practicing social distancing, washing your hands, staying home as much as possible, limiting your in-person contact with others, and sequestering yourself if you feel sick or have flu-like symptoms.**

### **QUESTIONS FOR PUBLIC HOUSING RESIDENTS**

**1. How can I pay my rent if the office is closed?**

**A:** Each office has an outdoor drop box or has installed a mail slot (Hall Manor and William Howard Day apartments) in the front door for rent payments and other important documents that need to be dropped off.

**2. I lost my job due to Coronavirus and can't pay my rent, what should I do?**

**A:** Changes in income should be reported as soon as possible. This can be done via mail, dropping off a letter at your communities drop box and calling or emailing your community office at the number or email listed below. Once your change is reported, an office staffer will contact you with information regarding the current procedures.

HHA will be granting hardship exemptions consistent with applicable regulations and HHA policies, and will not be adding fees nor penalties for late or non-payments for the 120 day moratorium put in place by the CARES Act. Please note, this

**DOES NOT** mean that rent is not due or waived. It is encouraged to pay your rent on time and report all income changes as soon as possible.

**3. I missed my annual recertification because the office was closed on the date of my appointment, what should I do?**

**A:** All Annual Recertifications that were scheduled will be re-scheduled when HHA's office re-open.

**4. How should I report a work order?**

**A:** All non-emergency work orders are not being taken at this time. Only Emergency work orders are being completed at this time. If you have an emergency work order, please call your community's emergency work order number found in the chart below. If you are unsure if your issue is an emergency please call your community office or email the Public Housing email address and someone will return your message.

**5. Due to Governor Wolf's "stay at home" order is HHA suspending its Smoke Free Policy?**

**A:** HUD has issued a notice stating that it is NOT considering flexibilities to this regulation as a part of the COVID-19 response. So the policy remains in effect.

**6. If I am experiencing distress is there a place that I can call?**

**A:** The Disaster Distress Helpline, 1-800-985-5990, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster.

**7. Can I request a temporary relocation during the shut down?**

**A:** Residents may experience significant stress as a result of concerns over the transmission of COVID-19. Any temporary relocation request will be reviewed on a case-by-case basis. HHA will request additional information from the resident to verify the need for relocation. HHA is not required to grant these requests in advance of a specific health department directive. healthcare professionals/officials often recommend that residents self-isolate within their current home, if they believe that they may have COVID-19. HHA may allow current residents to vacate units for temporary relocation if separation is recommended by the health department or a medical health professional.

**8. I live in one of the senior-only communities, can I still have any visitors visit me at my apartment?**

**A:** No, during this period of shutdown, HHA has restricted visitors in our senior-only buildings to healthcare providers and only 2 necessary adult family members per household. The resident is required to provide the names of the healthcare providers and the 2 necessary adult family members. If a person visits a resident and is not on the list they will not be able to come into the building. This restriction is in line with Governor Wolf's "stay-at-home" order for people that live in Harrisburg, Dauphin County, PA.

**QUESTIONS FOR SECTION 8 RESIDENTS/LANDLORDS**

**1. For new applicants and current residents who need to move into new residences, can we enter into a HAP contract for the new unit without having inspected the unit?**

**A:** For new residences, it is required that for each dwelling unit for which a housing assistance payment (HAP) contract is established, HHA must inspect the unit before any assistance payment is made. This is required in order to make sure that the unit meets housing quality standards. HUD is currently considering waivers and alternative requirements in order to provide administrative flexibilities around HQS inspections. This guidance will be informed by the CARES Act.

HHA will be accepting alternative inspections for periodic inspections and accepting alternative methods for validating the correction of a deficiency (for example a photo or owner self-certification)

HHA will also be adopting the HOTMA Alternative Inspection provision allowing families to move in before an HQS inspection has been completed, as long as it has passed an acceptable alternative inspection. (Acceptable Alternatives will be determined on a case by case basis).

Furthermore, HHA will adopt the HOTMA Non-Life Threatening provision to allow families to move into units before a unit has passed HQS, if the initial deficiency was non-life threatening.

**2. What do I do if my income has changed due to being laid off in connection to the COVID-19 business shut downs?**

**A:** All changes of income should be reported to the Section 8 office either by email or by first-class mail. Our offices will be processing the change requests as soon as possible with our limited workforce. It is encouraged that all participants continue to pay rent at an amount that they can afford, and then adjustments will be made as expeditiously as possible.

**3. My landlord is not renewing my lease and I am facing eviction, is this permissible in light of the CARES Act?**

**A:** Under the regular tenant-based voucher program, there is no requirement for a Landlord to renew the lease. Eviction after nonrenewal of a lease is a state and local law matter. The CARES Act includes a temporary moratorium (120 days) only on evictions for nonpayment of rent, as well as fees and penalties related to nonpayment of rent. We expect that HUD will issue additional guidance.

In addition, some states and localities may provide additional protections to tenants with respect to lease renewals. An owner's ability not to renew the lease under the tenant-based voucher program does not override additional protections provided to tenants under federal, state and local law.

HHA encourages tenants faced with Landlord issues to seek guidance from a private attorney or to contact MidPenn Legal at:

MidPenn Legal Services  
213-A North Front Street  
Harrisburg, Pennsylvania 17101  
Phone: 717.232.0581  
<http://midpenn.org>

**4. How should I report an income change to your office if they are closed?**

**A:** You may submit any income change requests to [Section8@harrisburghousing.org](mailto:Section8@harrisburghousing.org) or mail the information via first class mail.

**5. Will Section 8 still be processing HAP & UAP payments?**

**A:** Yes

**6. I have a voucher that expired during COVID-19, can I request an extension?**

**A:** Yes, extensions will be given accordingly. Please contact the office via the Section8@harrisburghousing.org email address.

**7. Is HHA conducting any initial inspections?**

**A:** Due to COVID-19 response protocols put in place by Governor Wolf, our offices are not currently doing any non-emergency inspections.

**QUESTIONS FOR RESIDENT RELATIONS DEPARTMENT**

**1. Are the Food Bank deliveries at the various communities going to continue during the shut down?**

**A:** Yes, the Food Bank will continue to deliver to our communities. HHA, however, is changing the process in order to encourage social distancing and safely receiving the food.

**QUESTIONS FOR HHA'S PROCUREMENT DEPARTMENT**

**1. Is HHA still processing payments?**

**A:** Yes, we are still processing payments.

**2. What changes have been made to the Procurement Process?**

**A:** In the event of an emergency, HHA has implemented an emergency plan allowing foremen and/or AMP Directors to contact businesses directly with a confirming Purchase Order and a copy to the Procurement Department.

**QUESTIONS FOR HHA'S CONTRACTORS/CAPITAL FUNDS PROGRAM**

**1. I recently submitted a bid to contract, how can I check my status?**

**A:** Please be mindful that we are currently operating with a reduction in staff. All submitted bids are currently undergoing our review process. Notification of status will be sent in accordance with established procedures but will be delayed.

**2. I recently did some contract work for HHA, when can I expect payment?**

**A:** Our Accounting Department is currently operating on a reduced work schedule and is working diligently to process all payment request submissions as expeditiously as possible. Most payments will not be delayed for any significant period.

**3. A current project with HHA has been halted, when can I expect to resume work?**

**A:** Resumption of work on halted projects are contingent on when the Governor lifts his “stay-at-home” order.

**4. I have an on-going project with HHA, how will I be paid for work completed thus far?**

**A:** HHA continues to operate on a reduced work schedule. Payment requests continue to be processed as usual. However, to expedite the payment process and offset postal office delays, HHA encourages vendors/contractors to utilize our ACH payment process like many partners do with HHA. Should you wish to opt for the ACH payment method please send an email request to our Procurement Department [Procurement@harrisburghousing.org](mailto:Procurement@harrisburghousing.org)

**5. Will I receive an extension on work halted due to the COVID-19?**

**A:** Yes, once the “stay-at home” order is lifted by the Governor, you will be given an extension which will be equal to the number of missed work days.

**6. My project with HHA has been shut-down due to the COVID-19. Do I continue to submit weekly payroll statements?**

**A:** Yes, until HHA receives additional guidance from HUD, it is a HUD requirement that throughout the duration of a project, weekly payroll certifications must be submitted regardless of whether work was performed or not.

**7. Due to the COVID-19 shut-down, am I required to continue submitting the Minority, Section 3 & WBE Monthly Utilization Reports?**

**A:** Yes, you must continue to submit the Minority, Section 3 and WBE Monthly Utilization Reports in order to maintain HUD compliance.

**8. Now that the Governor has extended his “stay-at-home” order have all site visits and job meetings been canceled/suspended?**

**A:** Yes, all weekly site visits and planned job meetings are being suspended until further notice.

**QUESTIONS FOR HHA’S LEASING AND OCCUPANCY OFFICE**

**1. Are you still taking applications at this time?**

**A:** HHA is accepting applications but will not be processing new applicants at this time.

**2. I have paperwork to drop off at the office, where should I be sending it?**

**A:** HHA will be mailing updated letters to every single person that has a pending file. You can continue to mail any documents you have and we will respond accordingly. Please be aware that the offices will be closed at least until April 30, 2020.

**3. I went to the office for a scheduled interview and it was closed, what should I do?**

**A:** Our offices will be closed until April 30<sup>th</sup> 2020. We will be re-scheduling any missed appointments with no penalty to the applicant. HHA will update all pending applicants of their status, and HHA will reschedule appointments.

For any questions not answered above, please submit your question(s) to the following email address or community numbers:

<b>Community</b>	<b>Office Phone Number</b>	<b>Emergency/After Hours Phone Number</b>
<b>William Howard Day</b> 1300 Community Dr. Harrisburg, PA 17103	717-233-8593	1-888-512-5045
<b>Hoverter Homes</b> 1260 Oyler Road Harrisburg, PA 17104	717-234-2036	1-800-258-1084
<b>Hillside Village</b> 1300 Community Dr. Harrisburg, PA 17103	717-233-8593	1-888-512-5045
<b>M.W. Smith Homes</b> 1300 Community Dr. Harrisburg, PA 17103	717-233-8593	1-888-512-5045

<b>Hall Manor</b> 100 Hall Manor Harrisburg, PA 17104	717-238-6724	1-877-485-5843
<b>Lick Towers</b> 1301 North 6 <sup>th</sup> St Harrisburg, PA 17102	717-257-5421	1-888-512-5097
<b>Morrison Towers</b> 351 Chestnut St Harrisburg, PA 17101	717-232-6781	1-888-512-5091
<b>Scattered Sites</b> 1301 North 6 <sup>th</sup> St. Harrisburg, PA 17102	717-257-5421	1-888-512-5097
<b>Jackson Towers</b> 1315 North 6 <sup>th</sup> St Harrisburg, PA 17102	717-678-7001	1-888-512-5097

**DEPARTMENT SPECIFIC EMAIL ADDRESSES:**

Public Housing: [Publichousing@harrisburghousing.org](mailto:Publichousing@harrisburghousing.org)  
Section 8: [Section8@harrisburghousing.org](mailto:Section8@harrisburghousing.org)  
Procurement: [Procurement@harrisburghousing.org](mailto:Procurement@harrisburghousing.org)  
Accounting: [Accounting@harrisburghousing.org](mailto:Accounting@harrisburghousing.org)  
Resident Relations: [Residentrelations@harrisburghousing.org](mailto:Residentrelations@harrisburghousing.org)

