

RALEIGH HOUSING AUTHORITY FREQUENTLY ASKED QUESTIONS COVID-19 PANDEMIC

This page is a resource for Raleigh Housing Authority (RHA) applicants, residents, landlords and community partners during the COVID-19 pandemic. Information will be updated on www.rhaonline.com as necessary and as it becomes available.

GENERAL AGENCY BUSINESS

Is RHA open for business?

RHA is currently closed to the public with staff working diligently to continue to provide essential operations at this time. You may experience a change in response time as staff is working remotely or modified schedules as necessary.

How do I get in touch with someone while the office is closed to the public?

General inquiries can be directed to the following contacts as appropriate:

- **RHA business and general inquiries** can be directed to (919) 831-8300 and info@rhaonline.com.
- **Public housing** inquiries can be directed to (919) 508-1201 or your Property Management office.
- The **Section 8** department can be reached directly at (919) 508-1105 and housinginfo@rhaonline.com.

I need to submit information to RHA. Where should I send it?

Documents can be mailed, faxed, emailed, or submitted via office drop boxes. Public housing residents can continue to contact your Property Manager and utilize any on-site drop boxes as needed. US mail can be sent to 900 Haynes Street, Raleigh, NC 27604.

RHA recommends that any documents that include two or more personal or confidential information fields be mailed or submitted via office drop boxes. Personal/confidential information includes names, addresses, social security numbers, dates of birth etc. This recommendation is a security precaution to help safe guard your personal identity.

How will delayed, rescheduled, or missed appointments be handled?

Appointments that cannot be held during business closures will be rescheduled after the office re-opens to the public. Written notice of new meeting dates will be issued via US Mail once these meetings have been rescheduled. Some meetings may be able to be held telephonically, in which case individuals should contact staff to discuss if this option is suitable.

Many families are experiencing a partial or total decrease in work. They are home more and using more utilities. What process is in place to reflect this change?

For residents needing your rent adjusted, staff will conduct an interim change in accordance with established procedures. Impacted families will need to submit an interim change form along with evidence of changes in income to RHA. Documents can be mailed, faxed, emailed, or submitted via office drop boxes.

RHA recommends that any documents that include two or more personal or confidential information fields be mailed or submitted via office drop boxes. Personal/confidential information includes names, addresses, social security numbers, dates of birth etc. This recommendation is a security precaution to help safe guard your personal identity.

The City of Raleigh is suspending water disconnections due to non-payment in response to the pandemic. Other service and utility providers are offering similar services during this difficult time. We recommend that you contact your service provider for further information on these services or utility payment arrangements as needed.

Staff indicated that I have to fill out a Risk Management Questionnaire. What is it?

Individuals may be required to fill out a Risk Management Questionnaire in certain scenarios to ensure that appropriate health precautions are being taken. This questionnaire asks general questions about your potential exposure and safety concerns relating to COVID-19. These questionnaires are being provided to staff, contractors, residents, applicants and guests.

SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

What do I do if my hours have been cut or if I lost a job as a result of COVID-19?

Please submit an interim request form with evidence of the job loss or reduction in hours to the main office. RHA recommends that any documents that include two or more personal or confidential information fields be mailed or submitted via office drop boxes. Personal/confidential information includes names, addresses, social security numbers, dates of birth etc. This recommendation is a security precaution to help safe guard your personal identity.

Do I still need to pay my rent? I heard that evictions were being cancelled.

Yes, you need to continue to pay your rent as normal. All individuals must continue to comply with lease requirements. Wake County has announced that they are currently delaying evictions to a later date, but they have not been cancelled.

Can I get a voucher extension?

Yes, RHA may issue a voucher extension outside of regular protocols due to the current pandemic. Please submit a voucher extension request form to the main office. RHA recommends that any documents that include two or more personal or confidential information fields be

mailed or submitted via office drop boxes. Personal/confidential information includes names, addresses, social security numbers, dates of birth etc. This recommendation is a security precaution to help safe guard your personal identity.

What happens to my scheduled appointment?

All scheduled appointments will either be held telephonically or be rescheduled once the office re-opens to the public.

I received an eligibility denial letter or program termination notice and would like to dispute the findings. What should I do?

RHA will honor all requests for reviews received within the appropriate request window stated on the notification letter. Please contact staff within the stated time frame to notify them of your request for a review. Staff will contact you to discuss the findings and schedule a phone review of the determination.

PUBLIC HOUSING PROGRAM

What do I do if my hours have been cut or if I lost a job as a result of COVID-19?

Please submit an interim request form with evidence of the job loss or reduction in hours to your Property Management office.

Do I still need to pay my rent? I heard that evictions were being cancelled.

Yes, you need to continue to pay your rent as normal. All individuals must continue to comply with lease requirements. Wake County has announced that they are currently delaying evictions to a later date, but they have not been cancelled. Late rent letters will still be issued for those who do not pay rent within the first five business days of the month.

Residents can submit rent payments via office drop boxes, US mail, or through the Zego website (formerly PayLease). Residents needing to set up an online rent payment account should contact your Property Management office.

How do I check my rent balance?

Residents can check your rent balance by calling the automated rent line at (919) 508-1395. This number will direct you through different prompts and provide your account balance as of the beginning of each month.

What happens to my scheduled appointment?

All scheduled appointments will either be held telephonically or be rescheduled once the office re-opens to the public. Please contact your Property Manager to discuss if a telephonic meeting will be able to address your needs.

I received an eligibility denial letter or program termination notice and would like to dispute the findings. What should I do?

RHA will honor all requests for reviews received within the appropriate request window stated on the notification letter. Please contact staff within the stated time frame to notify them of your request for a review. Staff will contact you to discuss the findings and schedule a phone review of the determination. Denied applicants should contact (919) 508-1201 while terminated residents should contact your Property Manager.

Are maintenance staff or contractors still working in homes right now?

Urgent and emergency work will still be completed at this time to ensure that homes are safe and sanitary. Regular, routine work and inspections will be delayed until further notice. Residents should still call in work order requests for when regular operations resume.

I have been approved for a public housing unit, but am having a hard time coming up with the funds needed to move in. What can I do?

New residents will need to provide at least the pro-rated rent amount for your first month as a resident. Security deposit amounts are required for all residents. RHA is currently allowing individuals to split up security deposit amounts and make payments over the course of a few months. Additionally, new residents may be able to find benevolent funds from other agencies to help cover the cost of moving. Please contact staff if you need to discuss a payment arrangement for a security deposit.

PROPERTY MANAGERS AND LANDLORDS

When will my unit be inspected/re-inspected?

Inspections for new or vacant units may continue for the time being. However, staff is not entering units that are currently occupied due to safety concerns over the COVID-19. Video phone calls may be utilized to allow for a virtual inspection by staff. If a video phone call is not feasible, please contact (919) 508-1130 to discuss alternative solutions.

Inspections that are delayed will be rescheduled for a later date upon return to regular operations. Emergency inspections that impact the immediate health and safety of the resident may be an exception to this standard.

Will RHA cover the rent due to a delayed inspection?

RHA may provide subsidy coverage between the initial inspection date and the rescheduled inspection date if the unit is found to pass inspection.

Will RHA pay the unpaid rent portions from the tenants who are delinquent?

No, we will not pay delinquent rent. We ask that landlords work with all residents, including establishing repayment agreements, on an individual basis regarding covering their portion of rent during this difficult time. If a family has experienced a job loss, or change in income, they should contact RHA to report it.