

FREQUENTLY ASKED QUESTIONS

- **Are CHA offices open to the public?**

As of Monday, March 23, 2020, the CHA Main Office and all Management Offices will not be open to normal foot traffic. Any resident or visitor must call to make an appointment. Please call your management office, HCV/Public Housing specialist, or our main number (843) 720-3970, for assistance.

- **I am a resident of Public Housing and my income has been impacted due to recent situation with the Coronavirus, what can I do?**

If your income has been negatively affected due to the recent pandemic, Public Housing residents should notify their Management Office of such change in income so that CHA can calculate a temporary adjustment to your rent.

- **I have recently received a Housing Choice Voucher, but have been unable to find housing; will my voucher still terminate after 60 days?**

No. All recently issued Housing Choice Vouchers will be granted a 30-day extension from the date the voucher was originally set to expire.

- **I have an inspection scheduled for my unit, is it still taking place?**

No. As of right now, CHA will only be conducting inspections of new units for the purposes of moving in new residents.

- **I have a maintenance issue in my apartment, are Work Orders still being completed?**

As of right now, the Housing Authority Maintenance Staff will only respond to urgent and emergency work order requests. We kindly ask that any resident experiencing symptoms, such as fever, cough, and/or shortness of breath, advise their Management Office, as management and maintenance staff have been directed not to enter the unit, except for extreme emergencies.

- **I was scheduled to have an Informal or Grievance Hearing, is it still taking place?**

No. With the exception of hearings for eligibility of program applicants, all other informal and grievance hearings are postponed until further notice.

- **Are Community Centers remaining open?**

No. Currently we are asking residents to refrain from the use of any community centers in accordance with the current mandates from national, state, and local officials regarding social distancing.

- **I had a Public Housing or HCV application appointment scheduled but am not able to attend, will it count against me?**

No. Currently, our Public Housing and HCV Applications Offices are not removing anyone from the waitlist for missing a scheduled appointment.

- **I need to establish electricity/gas services with Dominion Energy but their office is closed, what do I do?**

Please contact Dominion Energy by phone at (800) 251-7234 or visit their website at www.sceg.com.