

FREQUENTLY ASKED QUESTIONS

- **Are CHA offices open?**

As of Monday, April 6, 2020, the CHA Main Office and all Management Offices will be **closed** until further notice. Any and all appointments for all residents and briefings for HCV participants have been cancelled at this time and will be rescheduled at a later date.

- **I am a participant of the Housing Choice Voucher (Section 8) program and my income has been impacted due to the recent situation with the Coronavirus, what should I do?**

HCV participants should notify the HCV office of the change in income by email at hcv@chacity.org and include the following information:

Head of Household Name, Email Address, and Phone Number

Address of the Residence

Proof of Income Change (if zero income, participants may complete [Zero Income Guide and Checklist](#))

Our HCV staff will process this change upon their return. We appreciate your patience. Also, please be advised that during this time, no evictions or terminations will take place.

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

Public Housing residents should notify the Management Office by email at ph@chacity.org, and include the following information:

Head of Household Name, Email Address, and Phone Number

Address of the Residence

Proof of Income Change (if zero income, residents may complete [Zero Income Guide and Checklist](#))

CHA Management Offices will work to calculate a temporary adjustment to your rent once normal business operations resume.

- **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 need to establish electricity/gas services or provide verification of utilities 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. Please submit any verification of utilities to the HCV office by email.

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

No. All inspections will not take place until further notice.

- **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 emergency work order requests.

We kindly ask that any resident experiencing symptoms, such as fever, cough, and/or shortness of breath, advise the Management Office or Work Order Staff, as management and maintenance 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. All 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.