



## THE DETROIT HOUSING COMMISSION

### HOUSING CHOICE VOUCHER PROGRAM

#### COVID 19 Questions and Answers

The Detroit Housing Commission (DHC) is continuing to operate during the National Emergency resulting from the Coronavirus Pandemic (COVID-19). DHC has established measures for the workplace and businesses to minimize disruption in operations. Employees are working remotely and can be reached through email and phone. DHC will continue to meet all Housing Assistance Payment Contract and program obligations

- **Is DHC open and how do I reach someone with my housing concerns?**

The DHC is working remotely and can be reached by telephone and email. The office located at 2211 Orleans; Detroit MI is closed to the public. Please contact your assigned Housing Specialist (a list by case load is located on the DHC website, [www.dhcmi.org](http://www.dhcmi.org) under the Section 8 tab. You may also email [ahd-csc@dhcmi.org](mailto:ahd-csc@dhcmi.org) or call 313-877-8726.

- **Do I have to have an email account to communicate with my Housing Specialist?**

No, you may leave a voice mail message and staff will work to get back to you. It is recommended that you establish an email account to receive timely correspondence from DHC. If you have a smart phone, you can establish an email account (without a cost)

- **What if I mail in my paperwork instead of using email?**

DHC is retrieving mail from the US Post office however for the quickest adjustment to the household income and rent calculation, please consider using email. You can email screen shots from your telephone.

- **I have lost my job how do I report a change of income?**

You need to complete a Program Interim, which can be found on the DHC website. We have included FAQs, new document requirements. Please provide all available supporting information including a current phone number and email account. **DHC is processing all interim request as a priority.**

- **Do I have to report that my children attending college are home?**

No but if they were working and no longer are, you should report the change in income on the Program Interim form.

- **Do I report DHC if I've no longer paying for childcare?**

Yes, you need to complete a Program Interim advising us of the reduction in your childcare cost

- **Do I have to report the money I receive from the relief money I receive from the Federal Government to DHC?**

No, the relief funds will not be included in your income.

- **How do I get unemployment?**

DHC does not handle unemployment applications, you need to apply with [www.michigan.gov/UIA](http://www.michigan.gov/UIA) . DHC requires you to complete the Program Interim with of your unemployment registration.

- **During COVID 19 do I have to pay my rent and utilities?**

Yes, you are still responsible for your rental obligations. If you are facing a financial hardship or have experienced a reduction in your income you should complete a Program Interim which will adjust your rental costs

- **During COVID 19 will DHC pay subsidy to the owner?**

Yes, DHC is paying the subsidy on your behalf. If your unit is under an HQS HAP abatement, subsidy is not being paid and you should contact 313-877-8726 and leave a message. If your landlord has questions about DHC's payment they should use the Landlord portal on the DHC website: [www.dhcmi.org](http://www.dhcmi.org).

- **Can family members move into my unit?**

Normally no, family members cannot move into the unit however if there is a temporary situation you need to address please contact your Housing Specialist and your landlord. Overcrowding in the unit is something DHC will address with you.

- **I am looking for a new apartment/home. Can I get a voucher to move?**

We are encouraging families to stay in the current unit unless it is in an HQS HAP abatement for failed inspections. If you have emergency requirements to move, please contact your Housing Specialist. Please note your rental obligations; rent to owner and tenant paid utilities will need to be current.

- **I have a voucher to move and haven't located a new unit?**

DHC recognizes it may be difficult to find new units at this time. Vouchers will be extended if you don't find a unit by the expiration date. Again, we encourage you not to move from your current unit without a new unit in the leasing process.

- **I am required to participate in program briefings.**

Yes, DHC has developed an On-line briefing program. You will be directed to the program, required to watch the program. Instructions will be provided to you with your eligibility material.

- **I have a pending Recertification, where do I turn in my paperwork?**

Mail your paperwork to DHC, 2211 Orleans, Detroit MI 48207. Please make sure you include a current phone number and email address. You may also email the documentation to your Housing Specialist.

- **My landlord is evicting me, how do I get a voucher?**

Governor Whitmer has issued a moratorium regarding pending and new evictions. However, you should reach out to your landlord or property manager to address the situation and see what can be arranged. If you are having issues regarding possible eviction or payment concerns, please contact your Housing Specialist.

### **Is DHC inspecting units?**

- Yes. DHC completing the following type of inspections, all scheduled by the property owner:
  - Initial Inspections (for new units)
  - Reinspections for failed units
  - Abate Cure Inspections

### **Will DHC inspect my unit during the Stay-Home Stay-Safe order?**

- Annual Inspections are being temporarily delayed. You will receive a new letter with a rescheduled date and time.

### **Is DHC inspecting units which failed Housing Quality Standards before the Stay Home, Stay Safe order?**

- Yes, our hope is the owner has made the necessary repairs and the unit will pass HQS. If you are experiencing illness do to COVID-19 or are under a 14-day quarantine, please contact 313-437-8904 for rescheduling.
  - If the owner hasn't made the necessary repairs DHC will evaluate the severity of failed items in determining next steps. The unit could go into HAP Abatement.

### **What if I want to schedule a complaint inspection?**

- Complaint Inspections are being scheduled based on severity and issues within the unit. Please email [inspections@dhcmi.org](mailto:inspections@dhcmi.org) or phone 313-877-8720. You must provide your name, property address, email, phone number and issue/complaint. You will also be asked if you have contacted your property owner or manager.

### **My unit is in HAP abatement and the repairs have been completed, will DHC Inspect?**

- Yes, we will schedule an inspection based on the information provided by the owner. Rental Subsidy will only be paid if the unit passes HQS. It would be best if the tenant and owner worked together to make sure the unit is ready for the inspection.

**Please Stay-Home, Stay-Safe.**

