

March 20, 2020

Name PHA ID  
Address Suite  
City State Zip

**Re: Coronavirus (COVID-19)**

To PHA Housing Choice Voucher (HCV) Clients and Owners:

For the safety of our residents, partners and employees, beginning Wednesday March 18, 2020, all PHA administrative offices including our Headquarters at 2013 Ridge Avenue, will be **CLOSED** to the public until **Wednesday April 1, 2020**.

Please utilize the following alternative means of communication to conduct your business with PHA's Housing Choice Voucher Program:

- HCV clients can contact their PHA representative or submit electronic requests, hardship request, or documents via email at [clientservices@pha.phila.gov](mailto:clientservices@pha.phila.gov), fax to **215-684-1023** or by contacting the Call Center at **215-684-4300**. You can also mail to **2013 Ridge Avenue, Philadelphia, PA 19121, ATTENTION: HCV PROGRAM**.
- Owners can contact the Owner Services Department for payment questions, form submissions and tenant questions via email at [HCVlandlords@pha.phila.gov](mailto:HCVlandlords@pha.phila.gov) or by phone at **215-684-5596 or 215-684-4329**. Faxes can be sent to **215-684-1023**. Payments to landlords are expected to be issued as normal.
- All HCV recertification and interim appointments will be by mail. You can return your recertification packet to PHA via U.S. Mail or email [clientservices@pha.phila.gov](mailto:clientservices@pha.phila.gov)
- All regular HCV HQS inspections will be postponed, we plan to resume to normal operations on Wednesday April 1, 2020. Only Initial Inspections that are already in process and Emergency HQS inspections will be conducted. You can reach the HCV Inspections Department via email at [HCVinspections@pha.phila.gov](mailto:HCVinspections@pha.phila.gov) or by phone at **215-684-3860** to reschedule or request an inspection.
- Approved HCV Leases and HAP Contracts will be sent to owners and property managers via e-mail or U.S. mail for execution and signature with the prospective tenant. The Leasing Department can be reached via email at [HCVleasingdepartment@pha.phila.gov](mailto:HCVleasingdepartment@pha.phila.gov) or by phone at **215-684-3109**.

Please visit our website [www.pha.phila.gov](http://www.pha.phila.gov) or call **215-684-4300** for the latest information, which will be updated as events warrant.

Last, our thoughts are with all who are adversely impacted by the global pandemic. I hope that continue to show each other love and kindness in these difficult and uncertain times, and that you and your loved ones remain safe and healthy.