

March 25, 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 note the closure date is now being extended and PHA is scheduled to reopen on Monday, April 6, 2020.** Should this date change, we will update our website www.pha.phila.gov or you may call **215-684-4300** for the latest information.

While our offices remain closed, 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 , 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 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
- All regular HCV HQS inspections will be postponed until we resume normal operations. 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; 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 or by phone at **215-684-3109**.

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.