

June 18, 2020

Good Afternoon,

PHA continues to monitor the rapidly evolving COVID-19 pandemic in order to handle the impact to our organization, to ensure the safety of our residents, employees and the public. As we continue to prioritize the health and safety of our staff, clients, and community, PHA has implemented the following operational decisions in keeping with the changes announced by the City of Philadelphia, and guidance provided by the federal, state and local entities, including the CDC, and local health departments:

INFORMATION FOR PHA EMPLOYEES

- **Effective Monday, March 16, 2020 at 5PM, ALL PHA offices are closed to the public until further notice.**
- While our offices remain closed to the public, we are phasing employees back to work. We are adjusting our normal operations, in compliance with all applicable local, state, and federal requirements. Accordingly, we are implementing remote work to every extent possible. There may be occasions when employees will be required to come to the office. When in the office, employees are required to wear a mask and follow all social distancing guidelines. At this time, employees are not to report to the office unless it has already been arranged with your supervisor.
- Employees who are exhibiting symptoms consistent with COVID-19 (running nose, cough, fever, headaches, diarrhea etc.) should **NOT** report to work.

INFORMATION FOR PUBLIC HOUSING RESIDENTS

- **Evictions**
Effective April 1, 2020, PHA has suspended all eviction filings for 120 days. PHA will postpone all court appointments where residents have failed to pay rent. **Residents are still required to pay rent.**
- **Hardship Rent Abatement**
Residents who have experienced a financial hardship, such as the loss of a job or decrease in hours or pay, are encouraged to apply for a Hardship Waiver of their rent that will be made retroactive from the date of the hardship event. Public Housing residents can visit the PHA website and request a Hardship or complete an Electronic Interim Request Form: www.pha.phila.gov/pha-news/pha-news/2020/hardship-waiver-forms.aspx
- **Rental Payments**
All rent payments are to be dropped off at secure site office mailbox. Rent receipts will be mailed to you once payment is received and processed and such payment will also be reflected in your rent statement.

➤ **Late Rent Payment Fee Waiver**

Effective April 1, 2020, PHA will waive all late rent payment fees till **July 2020**.

➤ **Recertifications**

Effective immediately, all recertification and interim recertification appointments will no longer be conducted in-person. Recertification appointment letters will include the recertification packet that residents will be required to complete, sign and return with the required income and verification documents for their household.

- Residents can mail or drop of their completed recertification packets at the secure mailbox at their respective management offices. PHA Property Managers will follow-up with residents via telephone if any additional items are needed.
- An e-mail address (PublicHousing.Answers@pha.phila.gov) was established for residents who have questions while offices are closed. Supervisory staff has access to this e-mail to provide responses.

➤ **Enhanced Cleaning**

- **Effective Wednesday, March 11, 2020**, PHA began the installation of new hand sanitizer dispensers containing hand sanitizers at all senior locations. Installation was completed on **March 13, 2020**.
- **Effective Wednesday, March 11, 2020**, PHA implemented an enhanced weekly deep cleaning procedure at all senior facilities and high-rises, which is expected to continue indefinitely. Notwithstanding this, however, **all** residents are encouraged to follow CDC guidelines regarding frequently washing their hands with soap and water.

➤ **Service Orders**

- **Effective Monday June 15, 2020**, PHA will resume non-emergency routine work orders. PHA workers will be observing social distancing, using Personal Protective Equipment (PPE) including masks, and will be following all OSHA and CDC guidelines. If for any reason a PHA resident does not want the work order to be performed, the resident can deny access and the work order will be rescheduled.

➤ **Meals**

- **Beginning Monday, June 15, 2020**, PHA transitioned to the Summer Foods Program at 13 PHA sites, Monday through Friday from 9:00AM to 2:00PM, and runs until Friday, August 14, 2020.

INFORMATION FOR HOUSING CHOICE VOUCHER (HCV) CLIENTS AND LANDLORDS

While PHA remains **CLOSED** to the general public **until further notice**, HCV will continue to provide the services listed below.

HCV Clients may utilize the following to make requests, submit documents or contact your PHA representative:

1. Email clientservices@pha.phila.gov
2. Fax to (215) 684-1023
3. Call the PHA Call Center at (215) 684-4300
4. Visit our Self-Service area and Drop Box in the 2013 Ridge Ave Lobby

➤ **Hardship Rent Abatement and Interims**

HCV clients who have experienced a financial hardship, such as the loss of a job or decrease in hours or pay, are encouraged to apply for a Hardship Rent Abatement that will be made retroactive from the date of the hardship event. Several options are available to request an interim or hardship due to loss of income:

1. Visit the PHA website and request an Online Interim: www.pha.phila.gov
2. Email clientservices@pha.phila.gov
3. Call the PHA call center at (215) 684-4300
4. Mail the hardship form to PHA, 2013 Ridge Ave, Philadelphia PA 19121, Attention: HCV

➤ **Recertifications**

All HCV recertifications will be conducted by mail or online only, until further notice. PHA will mail recertification notices to participants who now have two options to complete their required recertification:

1. Complete and mail the recertification packet in the self-addressed envelope included in your packets to:
PHA, 2013 Ridge Avenue, Philadelphia, PA 19121 or by email clientservices@pha.phila.gov.
2. Complete HCV program recertifications online using a computer, tablet, or smartphone by accessing PHA's Recertification Portal at pha.myhousing.com

➤ **HQS Inspections**

All regular HCV HQS inspections are postponed **until further notice**. **ONLY** Initial Inspections for new units are being conducted by PHA inspectors.

If a tenant has an emergency repair and the owner is not responsive, contact the HCV Inspections Department via email at HCVinspections@pha.phila.gov or by phone at (215) 684-3860 and staff will contact your owner or property manager.

➤ **Leasing**

All HCV vouchers issued on **January 1, 2020** and after will not be cancelled until further notice and are still valid. The voucher holder does not need to request an extension from PHA and clients may complete the RFTA with the owners and submit to PHA.

Vouchers and RFTA's for new properties may be emailed to hcv.leasingdepartment@pha.phila.gov or placed in the Drop Box in the 2013 Ridge Ave. lobby.

Once approved for occupancy including an HQS inspection and rent determination, the Lease and HAP Contract are sent to owners and property managers via e-mail or U.S. mail for execution and signature with the prospective voucher tenant.

➤ **HCV Owner Services**

HAP Payments to landlords will continue to be issued as normal.

HCV Landlords can continue to contact the Owner Services Department with payment questions, Owner Form submissions and tenant questions via email at HCVlandlords@pha.phila.gov or by phone at **(215) 684-5596 or (215) 684-4329**. Owners can view all the information they need to manage their HCV properties through the [Landlord Data Center](#) 24 hours a day 7 days a week including detailed HAP payment records by tenant, status and schedule of inspections and re-inspections and schedule of upcoming tenant re-certifications. To access the Landlord Data Center, visit the PHA website at www.pha.phila.gov

OTHER USEFUL INFORMATION

While exposure and risk levels are changing daily, it is important to exercise precautionary measures to limit the spread of this virus. We understand that this is a challenging and dynamic time. We will continue to monitor the situation closely, using resources from the [CDC](#), the [World Health Organization](#) and the [City of Philadelphia](#).

We remain vigilantly open to modifying our plans as things develop or change and appreciate your continued partnership, support, and understanding as we all work to adapt to this unprecedented situation.

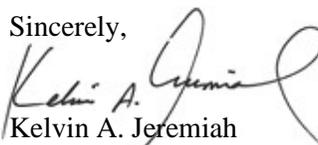
To ensure awareness of the resources available to youth and young adults in Philadelphia, please access updated information including:

- [Free meals and safe spaces for students while schools are closed](#)
- [Map: Where to find free meals and activities for students](#)
- Free Library of Philadelphia's [digital resources](#) that you can access anywhere, including ebooks, audiobooks, movies, TV, and music, over 100 [databases](#), and the [New York Times online](#).

Last, my thoughts are with all who are adversely impacted by the global pandemic. I hope that we 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.

More so than ever, I believe in the strength and resilience of PHA, its employees and the people we are privileged to serve.

Sincerely,



Kelvin A. Jeremiah
President & CEO