

January 3, 2022

Client Name ID  
Address Suite  
City State Zip

PHA continues to monitor the COVID-19 pandemic in order to handle the impact to our organization and ensure the safety of our residents, employees and the public. As you know, COVID-19 cases are on the rise nationally and in Philadelphia. Beginning **January 4, 2022** until **January 18, 2022**, the Housing Choice Voucher (HCV) office located at 2013 Ridge Ave, Philadelphia PA 19121 will be **CLOSED** to the general public with the following **restrictions** in place:

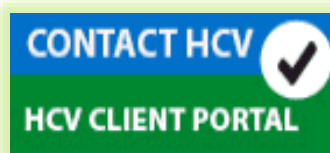
1. In-person customer service will be by **appointment** only.  
If you need to schedule an appointment please contact the **HCV Call Center** at 215-684-4300 or message your HCV representative through the **HCV Client Portal** at [www.pha.phila.gov](http://www.pha.phila.gov)
2. The HCV **Drop Box** in the 2013 Ridge Ave. Lobby will remain **open** to drop off paperwork or make requests



HCV will continue to provide the services listed below:

**Contact HCV**

HCV Clients can now make online requests, submit documents, print rent addendums, view inspections or contact their HCV representative through the new **HCV Client Portal!** Please visit the front page of the PHA website [www.pha.phila.gov](http://www.pha.phila.gov) or click on the icon:



Clients can also contact the **HCV Call Center** at (215) 684-4300 or visit our **Self-Service Forms** area and **Drop Box** in the lobby of 2013 Ridge Ave.

**HCV Applicants**

HCV applicants who have reached the top of PHA's HCV Program waitlist can return their **application package** via the pre-paid envelope provided by PHA via U.S. mail or in our Drop Box in the lobby of 2013 Ridge Ave.

Please review the **HCV New Admissions Guide for Applicants** in your package to assist you with completing and returning the documents to determine your eligibility for the HCV program. You may contact the HCV Call Center at (215) 684-4300 with any questions.

### **Interims due to Job loss or Wage reduction**

HCV clients can now request interim recertifications to update their income or family composition through the new HCV Client Portal! Please visit the front page of the PHA website [www.pha.phila.gov](http://www.pha.phila.gov) or click on the icon:



Clients can also contact the HCV Call Center at (215) 684-4300 or visit our Self-Service Forms and complete an **Interim Request Form** and place in the Drop Box in the lobby of 2013 Ridge Ave

### **Recertifications**

Until further notice, all HCV recertifications will be conducted by mail or online. PHA will mail recertification notices to participants who then have two options to complete their required recertification:

- Complete your HCV program recertifications **online** using PHA's new Recertification Portal! at [pha.myhousing.com](http://pha.myhousing.com)
- HCV Clients can also complete and mail their recertification packet in the self-addressed stamped envelope included in their packets and return to PHA via U.S. mail or in our Drop Box in the lobby of 2013 Ridge Ave.

### **HQS Inspections**

HCV will pause inspections on tenant occupied units for regularly scheduled biennial (every two years) inspections. We will continue to inspect initial and emergency units. Tenants with questions can contact the Inspection Department through the HCV Client Portal, via email at [HCVinspections@pha.phila.gov](mailto:HCVinspections@pha.phila.gov) or by phone at (215) 684-4300 to schedule, reschedule or request an inspection.

### **Pre-Tenant Inspections**

HCV is now offering pre-tenant inspections to owners to secure units before a tenant selects a unit. The **Pre-Tenant Inspection Request form** is available in the Resources section of the Owner Portal and owners can submit through the Document Center/

### **Leasing**

HCV continues to process RFTA's and Vouchers submitted for new properties. Owners must submit completed tenant RFTA's through PHA's **Owner Portal** at <https://pha.hcvportal.org>.

Owners can upload the RFTA in the Moves section of the Portal and go to **Upload My RFTA**. Once approved for occupancy including an HQS inspection and rent determination, the Lease and HAP Contract is sent to owners and property managers via the Owner Portal for execution and signature with the prospective tenant.

### **Owners**

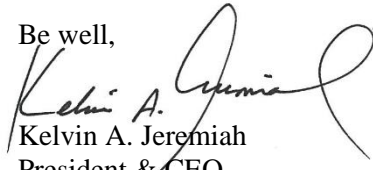
HAP Payments to HCV tenant's owners and property managers are expected to be issued as normal.

Owners can view all the information they need to manage their HCV properties through the PHA's Owner Portal at <https://pha.hcvportal.org> 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 recertifications.

As always, the most up to date information is on our website [www.pha.phila.gov](http://www.pha.phila.gov). Please continue to do everything you can to keep yourself and others safe.

Be well,

A handwritten signature in black ink, appearing to read "Kelvin A. Jeremiah". The signature is fluid and cursive, with a large loop at the end.

Kelvin A. Jeremiah  
President & CEO  
Philadelphia Housing Authority