

1. Landlord Management Questions

Will PHA's Housing Assistance Payments (HAP) be delayed during the COVID-19 pandemic?

HAP payments will not be delayed during the pandemic and will be deposited generally on or about the 1st of each month. Please visit PHA's website and the Landlord Data Center for updates: www.pha.phila.gov or partnerportal.pha.phila.gov.

How should a landlord deal with Housing Choice Voucher (HCV) and Project-Based Voucher (PBV) families that cannot meet their rent obligations due to a loss of income related to COVID-19? What are eviction prevention measures that can be taken?

HCV and PBV families are required to pay their portion of the rent. If their income changes, the HCV and PBV families must contact PHA to request an interim recertification to adjust their portion of the rent payment.

HCV and PBV Families have several options to request an interim or hardship due to loss of income:

- 1) Visit the PHA website and request an Interim or Hardship
www.pha.phila.gov/pha-news/pha-news/2020/hardship-waiver-forms.aspx
- 2) Email clientservices@pha.phila.gov
- 3) Call the PHA call center at 215-684-4300

My tenant is due for recertification with PHA and is unable to complete their recertification due to the COVID-19 pandemic. Will I still receive a HAP payment?

HUD is allowing PHA to delay reexaminations for HCV and PBV tenants effective June 2020 for those unable to complete their reexamination due to the COV-19 emergency. HCV will continue to process reexaminations during COVID-19 but will not terminate assistance for tenant non-compliance due to reexamination and will continue to pay HCV owners during the national emergency. Owners may still receive notifications for tenants who are not in compliance.

At a date to be determined once the national emergency is over, HCV will review each delayed reexamination on a case by case basis to determine the official termination date of assistance or the effective date of any new tenant rent portion from a delayed reexamination.

Can landlords tell a tenant they will not renew the lease?

Under the HCV and PBV programs, there is no requirement to renew the lease. The CARES Act includes a temporary moratorium (120 days) only on evictions for nonpayment of rent, as well as fees and penalties related to nonpayment of rent. An owner's ability to not renew the lease under the tenant-based voucher program does not override additional protections provided to tenants under federal, state and local law.

Can I ban visitors from my unit or building?

Under the HCV program, including project-based vouchers, owners and property managers should review the lease, state and local laws to determine the permissibility of banning visitors

2. Leasing Questions

I have a vacant unit ready to rent. Is PHA still accepting vouchers and RFTAs (Request for Tenancy Approval) for new properties?

HCV will accept RFTA's for new properties and may be emailed to: hcv.leasingdepartment@pha.phila.gov
PBV referrals can be submitted to hcvprojectbased@pha.phila.gov

Once approved for occupancy, the Lease and HAP Contract will be sent to owners and property managers via e-mail or U.S. mail for execution and signature with the prospective tenant.

I was approached by a PHA voucher tenant but the voucher expired? Will PHA still accept the vouchers and RFTA if I complete with the tenant?

All HCV vouchers issued on January 1, 2020 and after will not be cancelled during the pandemic and are still valid. The voucher holder does not need to request an extension from PHA and owners may complete the RFTA with the tenant and submit to hcv.leasingdepartment@pha.phila.gov

3. HQS Inspection Questions

Is PHA conducting inspections during the COVID-19 pandemic?

Until further notice, PHA is ONLY conducting Initial Inspections for new unoccupied HCV units. All regular HCV HQS inspections of tenant occupied units under contract with PHA will be postponed.

What if I need an Initial Inspection?

If a RFTA has been submitted and approved by PHA, the HCV Inspections Department will contact the owner to schedule an initial inspection. If you need to reschedule an initial inspection that previously

failed for repairs please email hcvinspections@pha.phila.gov

What if my HCV or PBV unit is due for a regular biennial inspection?

HUD is allowing PHA to delay biennial inspections for both tenant-based and PBV units. All delayed biennial inspections must be completed as soon as reasonably possible, but no later than October 31, 2020. PHA will contact owners and tenants via mail when the inspection will be rescheduled.

What does a landlord need to do if notified by PHA that a unit requires emergency or life-threatening repairs (as reported by the family)?

HUD is allowing PHA to temporary delay inspections for tenant reported emergency violations due to COVID-19. In lieu of conducting an HQS inspection of an occupied unit a temporary alternative procedure has been established:

- If a tenant contacts HCV for an emergency repair, the HCV Inspections Department will contact the owner/property manager to correct the violation
- The owner may provide invoices, receipts, video or picture verification of the repair and send via email to the HCV inspections department for review: hcvinspections@pha.phila.gov, please include the unit address in the subject line
- If an owner is non-responsive to the HCV Inspection inquiry, HCV will place the owner's HAP payment on abatement hold until the reported violation(s) are cured.

My unit is on abatement due to a failed inspection prior to the COVID-19 pandemic. What does a landlord need to do to restore HAP payments?

- The owner may provide invoices, receipts, video or picture verification of the repairs and send via email to the HCV inspections department for review: hcvinspections@pha.phila.gov, please include the unit address in the subject line of the email
- The Inspections Department will review and respond with further instructions if required