

Frequently Asked Questions COVID-19

1. Will there be any changes to the way rent is collected as a result of COVID-19?

Answer: Lease obligations remain in effect at this time. If you are unable to travel to CHA's office, you may mail in your rent payment. CHA will continue to accept rent at its main office or through the drop-box located on the east side of the building.

2. I am experiencing a reduction in wages/loss of income due to COVID-19. Can my rent be reduced?

Answer: Rent reductions can be processed for temporary reductions in household income if the reduction in income is verified and projected to last more than thirty (30) days.

3. Will your offices be closed to the Public?

Answer: At this time, CHA offices remain open to the Public. Should this change, notification will be promptly posted.

4. I have a needed repair in my unit. Will repairs be delayed?

Answer: The CHA maintenance department will use the following procedures in response to COVID-19 and the CDC recommendations:

- Maintenance requests will be separated into two categories: essential and non-essential.
 - For essential maintenance requests:
 - Maintenance personnel will contact residents and ask a few screening questions as recommended by the CDC for [risk assessment](#).
 - When entering a unit, maintenance personnel will use caution and follow CDC guidance for [protecting yourself](#).
 - For non-essential maintenance requests:
 - Maintenance personnel will contact residents and ask a few screening questions as recommended by the CDC for [risk assessment](#).
 - When entering a unit, maintenance personnel will use caution and follow CDC guidance for [protecting yourself](#).
 - If the results of the screening indicate there is a risk, the maintenance request will be postponed.

5. I am scheduled to move-in soon. Will I be able to move-in to a new unit on time?

Answer: The CHA housing department will continue with existing procedures for renting vacant units. In addition, housing personnel will use caution and follow CDC guidance for [protecting yourself](#).

6. Are in-person appointments/meetings cancelled?

Answer: CHA staff shall make reasonable efforts to complete appointments/meetings using alternative resources (i.e. mail, fax, phone and/or e-mail). If in-person appointments are necessary, CHA personnel will use caution and follow CDC guidance for [protecting yourself](#). Should this change, notification will be promptly posted.

Updated: March 17, 2020