

Frequently Asked Questions COVID-19

1. 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. We ask everyone to make their best efforts to conduct business using alternative methods of contact as recommended by the CDC and by using Social Distancing protocols (phone, fax, e-mail, drop-box, etc.).

Updated 3/27

2. 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.

To protect the health and safety of our staff and our customers, we will not be providing receipts at this time. We strongly encourage customers to reduce face-to-face interactions and limit the time of face-to-face exposure. Submitting rent payments through the drop box or mail is the best way to do this.

Receipts can be made available upon request when the CDC lifts Social Distancing protocols.

Guests in the lobby will be limited to 6 at a time in order to allow 6 feet of distance between others.

Updated 3/27

3. I am experiencing a reduction in wages/loss of income due to COVID-19. Can I apply for a rent reduction?

Answer: For some programs, rent reductions can be processed due to temporary reductions in household income if the reduction in income is verified and projected to last more than thirty (30) days. For details and instructions on applying for a rent reduction, click [here](#).

Updated 3/27

4. I am not part of a program eligible for a rent reduction and am experiencing a reduction in wages/loss of income due to COVID-19. Can my rent be reduced?

Answer: More and more resources are becoming available for rental or income assistance needed as a result of COVID-19 closures. Please refer to the following:

Unemployment: If you think you may be entitled to unemployment benefits, please call (307) 473-3789 or visit <http://www.wyomingworkforce.org/workers/ui/> for more information.

Rental Assistance Resources:

- United Way Community Economic Relief Fund: <http://unitedwayalbanycounty.org/>
- Wyoming 2-1-1: <https://wy211.communityos.org/>

Federal Stimulus Checks:

- Internal Revenue Service: <https://www.irs.gov/coronavirus>

If none of these resources are available to you, there may be some relief measures CHA and/or WHP can take, such as late fee waivers and negotiating a repayment agreement. For details, please contact Housing Programs Director Andrea Ahlf at (307) 633-8321 or aahlf@cheyennehousing.org.

Updated 3/27

5. Which programs/properties are eligible for a rent reduction, and which are not?

Answer:

Eligible	Non-Eligible
Housing Choice Voucher(HCV)/Section 8	Foxcrest II
Public Housing <ul style="list-style-type: none"> • Burke Highrise • Stanfield Manor • Storey Blvd • Single Family Homes • Jackson Street Apartments • Clear Creek 	Market Rate <ul style="list-style-type: none"> • College Houses • Weaver Road • Pattison Avenue Tax Credit <ul style="list-style-type: none"> • McGowen Place
Multi-family Section 8 Project Based <ul style="list-style-type: none"> • Indian Hills Manor • Pine Bluffs 	HOME Funded <ul style="list-style-type: none"> • Golden Meadows • WRAP Houses

Updated 3/27

6. 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](#).
- Tenant will be required to follow CDC guidelines and cooperate with maintenance personnel.
- 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](#).
 - Tenant will be required to follow CDC guidelines and cooperate with maintenance personnel.
 - If the results of the screening indicate there is a risk, the maintenance request will be postponed.

Updated 3/27

7. 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](#).

8. 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 provided.

9. What's the best alternative to submit documents while following Social Distancing protocols:

Answer: We accept documents via mail, fax, and CHA's document drop box by the front door. E-mail can be used for non-sensitive information. For sensitive information (e.g. Social Security Numbers), secure e-mail is also available.

- FAX TO: (307) 633-8315
- MAIL TO: P.O. Box 20046, CHEYENNE, WY 82003
- E-MAIL: **Please contact your caseworker for instructions on secure e-mail submission.**
- DELIVER TO DOCUMENT DROP BOX: 3304 Sheridan Street, Cheyenne, WY 82009

Caseworkers:

Housing Choice Voucher

Last name begins with A-G: Tammy (307) 633-8338 or tdickinson@cheyennehousing.org

Last name begins with H-P: Kirstie (307) 633-8301 or kcain@cheyennehousing.org

Last name begins with Q-Z: Ginger (307) 633-8337 or gallen@cheyennehousing.org

VASH: Valerie: (307) 633-8329 or vriviera@cheyennehousing.org

Public Housing

Elizabeth: (307) 633-8336 or eperalta@cheyennehousing.org

Lee Ann: (307) 633-8305 or lschutt@cheyennehousing.org

Indian Hills Manor/Pine Bluffs Apartments

Desiré (307) 633-8323 or dlopez@cheyennehousing.org

Updated 3/27

10. I was issued a voucher but have not been able to lease due to circumstances surrounding COVID-19. My voucher is about to expire. May I have an extension?

Answer: Yes, you may request an extension. For details, please contact Housing Programs Director Andrea Ahlf at (307) 633-8321 or aahlf@cheyennehousing.org. You may also reference the table in FAQ #14 below.

Updated 4/14

11. I received a notice of unit inspection, but do not want anyone entering my unit due to circumstances surrounding COVID-19. Can we reschedule?

Answer: Yes, you may be able to reschedule. For details, please contact Housing Programs Director Andrea Ahlf at (307) 633-8321 or aahlf@cheyennehousing.org. You may also reference the table in FAQ #14 below.

Updated 4/14

12. I am required to complete community service hours but am unable to do so due to circumstances surrounding COVID-19. Can this requirement be waived?

Answer: This requirement may be suspended. For details, please contact Housing Programs Director Andrea Ahlf at (307) 633-8321 or aahlf@cheyennehousing.org. You may also reference the table in FAQ #14 below.

Updated 4/14

13. Can my FSS Contract be extended due to circumstances surrounding COVID-10?

Answer: Yes, your contract may be extended. For details, please contact Housing Programs Director Andrea Ahlf at (307) 633-8321 or aahlf@cheyennehousing.org. You may also reference the table in FAQ #14 below.

Updated 4/14

14. Are there exceptions to HUD rules and regulations?

Answer: Yes, there are some temporary waivers for HUD's HCV and Public Housing programs. The table below provides a summary of those waivers. Waivers may be granted on a case-by-case basis and upon request.

It is important to note that, for HCV and Public Housing programs, HUD has *not* provided waiver authority that would allow tenants to stop paying their portion of the rent.

Item	Summary	Adoption Date	End Date
FSS Contract extensions	Circumstances surrounding COVID-19 qualify as "good cause" to extend family contracts.	4/14/2020	12/31/2020
Delay of HQS Biennial Inspections	Delayed biennial inspections must be completed as soon as reasonably possible, but no later than 10/31/2020.	4/14/2020	10/31/2020
Extension of Voucher terms	At its discretion, CHA may grant one or more extensions to the initial voucher term.	4/10/2020	7/31/2020
Suspension of Community Service Requirements	Suspension of the community service and self-sufficiency requirement until the family's next annual reexamination.	4/14/2021	3/31/2021

Updated 4/14

Updated: April 14, 2020