

March 27, 2020

COVID-19 Housing Choice Voucher Program (HCVP) Landlord Communication

Dear Property Owners,

Effective March 25, 2020 – Palm Beach County Housing Authority (PBCHA) Offices are closed due to heightened concerns regarding the spread of COVID-19. The entire agency is working remotely in order to safeguard staff, our clients and the Palm Beach community. The PBCHA is closing its HCV office to the public, and all scheduled HCV public meetings and in-person events are canceled until further notice.

Housing Assistance Payments(HAP): Please be advised that we have received notice from HUD that funding will continue and thus the authority will continue to pay our property owners. If the agency receives any updates regarding funding, we will keep you advised via our website.

Tenant Rent & Non-Compliance during COVID-19: Tenants are responsible for reporting any changes in income and paying their rent portion. Currently, there is a moratorium on evictions where dispossession actions will not be served in PB county. We ask that you work with tenants during this time. Please advise tenants to contact their caseworker if their income or any other factor affecting their ability to comply with their obligations under the HCV program have been impacted.

For your convenience, you can continue to conduct HCV Program business through the following means:

HCV Participants can utilize their Housing workers remotely to:

- View / Request your voucher information
- Reschedule appointments
- Complete and provide recertification or eligibility documentation
- Request moving papers
- Report changes to your income
- Request an inspection

Find your housing specialist at www.pbchaf1.org

HCV Property Owners can still submit the following items:

- Request for Tenancy Approval (RFTA) packets and other documents in the Document Center at rfta@pbchaf1.org
- Track the status of a move
- View HAP statements via the agency's online portal
- Contact a Housing Specialist via email or phone regarding abatements, change of ownership or HAP payments

All clients may contact the PBCHA general services line at 561-684-2160 and speak with our Receptionist.

Further updates will be posted on www.pbchaf1.org

Sincerely,

HCV Program Staff