

COVID-19 Response

Public Housing Program

Frequently Asked Questions

Fort Worth Housing Solutions has implemented several changes to our normal operation in response to COVID-19. We have closed our offices to the public and have many employees teleworking. We will continue to provide essential services to our community. Some of the activities and services may be delayed as the result of modified employee work schedules.

1. Do I still need to pay my portion of rent?

Yes, you are still responsible for your portion of rent. You may send it through the U.S. mail to 1201 E. 13th Street, Fort Worth TX, 76102, or drop it off in the Drop Box outside that same address, or drop it off in the Drop Box at your property management office. (Please include your name, address and account number on any documentation).

2. I have lost my job and cannot afford my portion of rent. What do I do?

You should report the job loss to FWHS. You may do so as follows:

- *Download the Change Form from our website at <https://staff.fwhs.org/wp-content/uploads/formidable/7/Notice-of-Change-Form-Rev-JAN-15-2020.pdf>. Complete it and email to publichousing@fwhs.org. You may also send it through the U.S. mail at 1201 E. 13th Street, Fort Worth TX, 76102, or drop it off in the Drop Box outside the same address or the Drop Box at your property management office.*
- *If you cannot download the form, you may send us written notification of your job loss through one of the ways listed above.*
- *Attach any documentation you have of the job loss. If you do not have access to a copier, you may take a photo of the documentation and send with the written notice.*
- *If you do not have any documentation of the job loss, provide us as much information as possible.*

The effective date of the change in your rent portion will be the month after you report the change. It probably will take us longer than usual to process the action because of our modified work schedule.

3. If I self-quarantine because I have risk factors or am concerned about going to work and not get paid, can you reduce my portion of rent?

If you are self-quarantining for a short period of time such as 14 days, and expect to return to work as normal, it is not necessary to report that for us to change your portion of rent. However, if you expect the loss of income to last longer, please report it to us as described in question # 2.

4. I heard public residents/tenants cannot be evicted at this time because of COVID-19. So do I have to pay my portion of rent?

Yes, you should continue paying your rent. The Texas Supreme Court issued an emergency order that halts eviction proceedings through April 19, 2020. Exceptions will be made if the tenant poses an imminent threat of physical harm to the landlord, their employees or other tenants, or if a tenant is engaged in criminal activity.

5. I know your office is closed to the public. How do I get documents or information to my property manager?

You may either email the documents to your property management office, mail them to FWHS at 1201 E. 13th Street, Fort Worth TX, 76102, or drop them off in the Drop Box outside our building. The Drop Box is located to the left of the double green entry doors middle of courtyard. (Please include your name, address and account number on any documentation)

6. It is time for my annual recertification. Will it be done?

We are required to conduct annual recertifications. Until we are informed by HUD that we can suspend them we will continue to conduct them. All recertifications will be done remotely. Your recertification documents will be emailed to you if we have a current email address for you. Otherwise, they will be mailed to you through the U.S. mail.

7. How do I report work orders if my management office is closed?

Property management offices are only closed to the public. You can call the office Monday-Thursday to report any items that need to be repaired, but we are only completing emergency work orders at this time. This includes AC/heat, electrical and any item that is a life/health/safety issue.

8. Do we have to report the money we are getting from the federal government because of COVID-19? Will it affect my rent?

This is a one-time payment. You do not need to report it and it will not affect your rent. If this changes, we will notify you.

9. Can I request an Informal Hearing? When will it be scheduled?

We have suspended Informal Hearings and will notify you when we are able to schedule or reschedule your hearing. The action for which you have requested a hearing will be suspended until the completion of the Informal Hearing process.

10. I am on the Section 8 Wait List. When will I hear from you?

We recently sent letters to everyone on the Wait List to see who is still interested in remaining on the list and who may be eligible for certain Special Purpose vouchers. Those persons who appear to be eligible for the Special Purpose vouchers will be notified by email or U.S. mail within the next 30 days. Others on the Wait List will be notified as regular vouchers become available. We do not know how long that will be.

11. Do you have any emergency housing?

We do not have any emergency housing. You may visit our website at <https://www.fwhs.org/properties/> to see a list of affordable properties and their contact information.

12. Is the Housing Choice Voucher Program (Section 8) Wait List open?

No, it is not open.