



COVID-19 RESPONSE

Frequently Asked Questions

Do I still need to pay my portion of rent?

Yes, you are still responsible for your portion of rent, but you cannot be evicted for non-payment of rent through July 25, 2020 by federal law. This is part of the relief bill that Congress passed and the president signed into law.

You may send your rent payment 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, if you are in our public housing program, you may drop it off in the Drop Box at your property management office. (Please include your name, address and account number on any documentation).

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

You should report the job loss or reduction in hours to FWHS. You may do so by using this simple, online form: <https://www.fwhs.org/income-reduction-notification-covid-19/>

By federal law, there will be no evictions for non-payment of rent through July 25, 2020. This temporary moratorium on evictions for non-payment of rent is part of the relief bill that Congress passed and the president signed into law. No late fees or penalties will be charged during this time period.

Tenants can still be evicted if they pose an imminent threat of physical harm to the landlord, their employees or other tenants, or if a tenant is engaged in criminal activity.

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.

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.

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 using this form: <https://www.fwhs.org/income-reduction-notification-covid-19/>

I have heard tenants receiving housing assistance cannot be evicted at this time because of COVID-19. So do I have to pay my portion of rent?

Yes, you are still responsible for your portion of rent, but you cannot be evicted for non-payment of rent through July 25, 2020 by federal law. This is part of the relief bill that Congress passed and the president signed into law.

Tenants can still be evicted if they pose an imminent threat of physical harm to the landlord, their employees or other tenants, or if a tenant is engaged in criminal activity.

During the time when your offices are closed to the public, how do I get documents or information to my Housing Counselor or Property?

You may either email or fax the documents to your Housing Counselor or Property Manager, mail them to 1201 E. 13th Street, Fort Worth TX, 76102, or drop them off in the Drop Box outside our building. Special Programs participants can also call their assigned housing counselor to verbally report information.

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

We are required to conduct annual re-certifications. Until such time as we are informed by HUD that we can suspend them we will continue to conduct them. All re-certifications 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.

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.

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.

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

No, it is not open.

It is time for my annual or biennial inspection? Will it be done?

Annual and biennial inspections will be suspended until it is safe to resume them.

I am having a problem with my house or apartment. Can an Inspector come and look at it?

First, you should report any issues with your house or apartment to your landlord. If the problem is not addressed by your landlord within a week, and it poses a serious health or safety risk, please contact our designated inspector, Efren Herrera at 817-333-3655, or by email at EHerrera@fwhs.org. He will contact you and the landlord about the matter to assess the situation and dispatch an inspector if necessary.

My apartment community's office is closed so I cannot bring in my money order for rent. We have to make the payments online. I cannot do that. What do I do?

You should follow the instruction of your landlord on how to pay your rent. If you have a disability that prevents you from paying it in the manner instructed by them, please notify them, preferably in writing, of your request for an accommodation to pay it in another manner.

My lease is about to expire and I want to move. Can I move?

We are not approving voluntary moves at this time.

My rent is going up because of a rent increase that has been approved for my landlord. Can I move?

Yes, because we consider this an involuntary move. But you will need to wait until your recertification, and at that time we will issue a relocation voucher upon request.

My rent is going up because of my zip code. Can I move?

Yes, because we consider this an involuntary move. But you will need to wait until your recertification, and at that time we will issue a relocation voucher upon request.

I had asked to relocate before the office closed to the public. I have not received a voucher to move.

Can I move?

If you requested a voucher to move prior to March 17, 2020 and have not received it, please contact your Housing Counselor. If you are eligible to move, a voucher will be issued to you.

I have a voucher to move, can I still use it?

Yes, you may use it.

My voucher is about to expire. I have not been able to finish looking for a place to live because of COVID-19. Can my voucher be extended?

Yes, we are extending expiring vouchers by 60 days. It will be done automatically. You do not need to contact our office.

I had requested 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. However, if this is inspection-related for damages caused by you or your family, you should take this extra time to make the repairs. After the repairs are made, please contact Inspector Efren Herrera at 817-333-3655 or EHerrera@fwhs.org and he will document

that you have made such repairs. Once we have resumed physical reinspections, one will be scheduled before the hearing is rescheduled.

Are you accepting new port-ins?

Yes. We are processing them remotely. All port documents should be submitted to Shannon Kimble at skimble@fwhs.org. Her telephone number is 817.333.3660.

My landlord insists on showing my house to potential buyers and contractors without regard to the COVID-19 concerns. Can he do that?

Tarrant County Judge Glen Whitley has stated that real estate agents should not be showing houses during the mandatory Stay at Home COVID-19 Response. In Fort Worth, suspected violations may be reported to the COVID-19 hotline from 8: 00 a.m. to 5:00 p.m. at 817-392-8478.

Are you still processing Requests for Tenant Approvals (RFTAs)?

Yes, we are processing them and scheduling move-in inspections.

Are you allowing new port-ins?

Yes. We are processing them remotely. All port documents should be submitted to Shannon Kimble at skimble@fwhs.org. Her telephone number is 817.333.3660.

ADDITIONAL INFORMATION FOR PUBLIC HOUSING RESIDENTS

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.

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.

ADDITIONAL INFORMATION FOR PARTICIPANTS IN SPECIAL PROGRAMS

I am having a problem with my house or apartment. Can an inspector come and look at it?

First, you should report any issues with your house or apartment to your landlord. If the problem is not addressed by your landlord within a week, and it poses a serious health or safety risk, please contact our designated inspector, Juan Almestica at 817-333-3651, or by email at JAlmestica@fwhs.org. He will contact you and the landlord about the matter to assess the situation and dispatch an inspector if necessary.

My apartment community's office is closed so I cannot bring in my money order for rent. We have to make the payments online. I cannot do that. What do I do?

You should follow the instructions of your landlord on how to pay your rent. If you have a disability that prevents you from paying it in the manner instructed by them, please notify them, preferably in writing, of your request for an accommodation to pay it in another manner.

My lease is about to expire and I want to move. Can I move?

We are not approving voluntary moves at this time.

I have a voucher to move, can I still use it?

Yes, you may use it.

My voucher is about to expire. I have not been able to finish looking for a place to live because of COVID-19. Can my voucher be extended?

Yes, we are extending expiring vouchers by 30 days. It will be done automatically. You do not need to contact our office.

It is time for my annual inspection? Will it be done?

Annual inspections will be suspended until it is safe to resume them.

I had requested a Formal Hearing. When will it be scheduled?

We have suspended Formal 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 Formal Hearing process. However, if this is inspection-related for damages caused by you or your family, you should take this extra time to make the repairs. After the repairs are made, please contact Inspector Juan Almestica at 817-333-3651 or JAlmestica@fwhs.org and he will document that you have made such repairs. Once we have resumed physical re-inspections, one will be scheduled before the hearing is rescheduled.

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