



# DISTRICT OF COLUMBIA HOUSING AUTHORITY

1133 North Capitol Street, N.E., Washington, D.C. 20002

Tyrone Garrett, Executive Director & CEO

## Frequently Asked Questions for Customers Impacted by Waivers DCHA Adopted in Response to COVID-19

### Housing Choice Voucher Program and Local Rent Supplement Program – Tenant-based Vouchers Housing Quality Standards (HQS) Inspections Waivers

Question	Answer	HUD Waiver/Topic
<p><b>Question #1:</b> As an owner, can I self-certify that there are no life-threatening issues in the unit that I plan to lease to a voucher holder?</p> <p><b>Question #2:</b> As a voucher holder, will my potential landlord be able to self-certify that the unit I plan to rent is safe for me and my family?</p>	<p>Yes. Waiver HQS-1 allows the owner to complete DCHA HCVP’s self-certification confirming that there are no life-threatening deficiencies/issues in a unit that is pending lease-up.</p> <p>In instances where a self-certification was used, HCVP must inspect the unit no later than one-year from the date of the owner’s self-certification.</p> <p><b>Note:</b> <i>HCVP Inspections division is also conducting virtual inspections. Virtual HQS inspections hold the same weight as an in-person HQS inspection.</i></p>	<p><b>HQS-1: Initial inspection</b></p>
<p>As the owner with units coming on line under a project-based and/or long-term subsidy contract, can I self-certify that the units do not have life threatening issues?</p>	<p>Yes. Waiver HQS-2 allows the owner to complete DCHA HCVP’s self-certification confirming that there are no life-threatening deficiencies/issues in the units that are coming on line under a project-based and/or long-term subsidy contract.</p> <p><b>Note:</b> <i>In instances where a self-certification was used, HCVP must inspect the unit no later than one-year from the date of the owner’s self-certification.</i></p>	<p><b>HQS-2: Pre-HAP Contract Inspections, PHA acceptance of completed units</b></p>
<p>I am a voucher holder, when will my next annual/ biennial housing quality standards inspection take place?</p>	<p>Currently, DCHA has paused HQS annual/biennial inspections.</p> <p>Any annual/biennial inspection that has been delayed must be completed as soon as reasonably possible, but no later than one-year after the date on which the annual/biennial inspection would have been required, absent the waiver.</p>	<p><b>HQS-5: Biennial Inspections</b></p>
<p><b>Question #1:</b> My landlord has not responded to my request for repairs in my unit. Will an inspector from HCVP inspect my unit and notify my landlord of the needed repairs?</p> <p><b>Question #2:</b> Is HCVP still conducting emergency inspections?</p> <p><b>Question #3:</b> Is DCHA still conducting</p>	<p>Yes. Although waiver HQS-6 allows DCHA to pause interim inspections, HCVP will conduct complaint and emergency inspections, virtually.</p> <p>Mold Inspections are conducted by certified inspectors in the Office of Audit and Compliance. If a family believes they have mold in their unit, the inspector will first attempt to conduct a virtual inspection, but it may be necessary to conduct an in-unit inspection based on the outcome of the virtual. If you would like to request a mold</p>	<p><b>HQS-6: Interim Inspections (aka Complaint, Emergency, Special Inspections)</b></p>

<p>mold inspections?</p>	<p>inspection, please call (202) 535-1900.</p> <p>Owners are allowed to self-certify that repairs were made in a timely manner and voucher holders are allowed to sign-off on those self-certifications.</p> <p>Deficiencies that are noted as life-threatening (ex: electrical sparks, non-working refrigerator, etc.) must be repaired and self-certified by the owner within 24 hours of the virtual inspection. The voucher holder must also sign-off on the owner's self-certification.</p> <p>Non-life-threatening deficiencies must be repaired within 30 days of the virtual inspections.</p> <p><i>Note: Owners failing to adhere to these requirements will be subject to HAP abatement and HAP termination.</i></p> <p><i>Voucher holders cited for HQS violations will be subject to all remedies as specified under the HCVP administrative plan, including recommendation for termination.</i></p>	
<p>Can I lease my project-based voucher (PBV) unit to a voucher holder without HCVP conducting a HQS inspection?</p>	<p>Yes. Waiver HQS-7 allows owners to fill PBV turnover units after the owner completes DCHA HCVP's self-certification confirming that there are no life-threatening deficiencies/issues in the unit.</p> <p><b>Note:</b> <i>In instances where a self-certification was used, HCVP must inspect the unit no later than one-year from the date of the owner's self-certification.</i></p>	<p><b>HQS-7: PBV Turnover Inspections</b></p>
<p>Are quality control inspections being conducted?</p>	<p>Waiver HQS-9 allows DCHA to suspend supervisory quality control inspections on 10% of the units under a housing assistance payment contract.</p>	<p><b>HQS-9: HQS QC Inspections</b></p>
<p>I am a HCVP Homeownership Assistance Program (HOAP) applicant and I am in the process of purchasing my first home. Will HCVP Inspections division conduct my HQS homeownership inspection?</p>	<p>No. Waiver HQS-11 allows DCHA HCVP Inspection division to pause initial HQS Homeownership inspections. However, HOAP applicants are required to obtain an independent professional inspection.</p> <p><b>Note:</b> <i>Inspections conducted through the Home Purchase Assistance Program (HPAP) will be accepted.</i></p>	<p><b>HQS-11: Homeownership HQS</b></p>

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Recertification Waivers for Public Housing and HCVP Families

Question	Answer	HUD Waiver/Topic
<p>I am a voucher holder and submitted my recertification documents to my Housing Program Specialist, is my recertification being processed?</p>	<p>Although waiver PH and HCV-2 allows DCHA to delay annual recertifications that were due from April 10, 2020 through December 31, 2020, HCVP is processing all recertifications for those households that have submitted a completed recertification packet and required documents to their Housing Program Specialist.</p> <p><b>Note:</b> Any recertifications that were due prior to April 10, 2020, are delinquent and are not covered by PH and HCV-2 waiver. Those households <b>must</b> submit their recertification packet to their Housing Program Specialist.</p> <p><b>Recertifications are being accepted in the HCVP Recertification dropbox located in DCHA’s lobby at 1133 North Capitol Street, N.E.</b></p>	<p><b>PH and HCV 2: Family income and composition – delayed annual reexamination (Recertifications)</b></p>
<p>Will HCVP continue to monitor and verify applicant and participant income using the EIV (Enterprise Income Verification) Monitoring System?</p>	<p>DCHA will continue to monitor and verify applicant and participant income using the EIV system where applicable in addition to accepting self-certifications as the highest form of income verification.</p>	<p><b>PH and HCV-3 Annual reexamination Income Verification</b></p>
<p>My household’s income decreased because of job loss, but I am unable to get a letter from the employer, can I still report my household’s income loss?</p>	<p>HCVP Response: Yes, please email <a href="mailto:hcvpcovid19interim@dchousing.org">hcvpcovid19interim@dchousing.org</a> or call (202) 535-1000. Inquiries will be acknowledged within two business days and a Housing Program Specialist will follow-up by phone or email with your next steps.</p> <p>PH Response: Yes, please email <a href="mailto:PHCOVID19Interim@dchousing.org">PHCOVID19Interim@dchousing.org</a> or call your Property Management Office and someone will return your call within two business days to walk you through the process.</p> <p><b>Note:</b> Although waiver PH and HCV-4 has been adopted by DCHA, it will be used when absolutely necessary. Households will still be held responsible for income discrepancies that arise.</p>	<p><b>PH and HCV-4 Interim reexaminations</b></p>
<p>Will DCHA still pull and review income verification and other HUD reports, monthly?</p>	<p>No. Waiver PH and HCV-5 allows DCHA to suspend its ongoing efforts to pull and review EIV reports, including income discrepancy, deceased tenant, dual subsidy reports, etc.</p> <p><b>Note:</b> All EIV reports will be pulled and preserved for future review.</p>	<p><b>PH and HCV-5: Enterprise Income Verification (EIV) Monitoring System</b></p>

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**HCVP Program Participation Waivers**

Question	Answer	HUD Waiver/Topic
Is DCHA allowed to change its Administrative Plan policies without its Board of Commissioners approval?	Yes. Waiver HCV-1 allows DCHA to informally adopt waivers until the Board of Commissioners can approve them. DCHA expects to request and receive Board approval for all HUD waivers during the September 2020 Board meeting. However, HUD has provided DCHA until December 31, 2020 to receive Board approval.	<b>HCV-1: Administrative Plan</b>
<p><b>Question #1:</b> My household was recently deemed eligible for a voucher, when will I have my voucher briefing?</p> <p><b>Question #2:</b> I would like to move from my current place to a new place with my voucher, how can I request a transfer briefing to receive an updated voucher?</p>	<p>Households recently deemed eligible for voucher subsidy will be contacted by the Orientation Coordinator and scheduled for a virtual briefing appointment. Virtual briefings are held four times per week.</p> <p>All requests for a transfer briefing must be submitted to <a href="mailto:etbriefings@dchousing.org">etbriefings@dchousing.org</a> or call (202) 535-1000.</p> <p><b>Note:</b> <i>Transfer briefing requests will be acknowledged within two business days. An Orientation Coordinator will follow-up and provide you with the next available appointment date for the virtual transfer briefing.</i></p>	<b>HCV-2: Voucher Briefing</b>
I would like to request an extension on my voucher, how do I request the extension?	<p>All requests for voucher extension must be emailed to <a href="mailto:etbriefings@dchousing.org">etbriefings@dchousing.org</a> or call (202) 535-1000.</p> <p>For consideration, extension requests <b>MUST</b> be submitted on or before December 31, 2020. Requests will be acknowledged within two business days.</p>	<b>HCV-3: Term of Voucher – Extensions of Term</b>
I am a landlord, who received my HAP Contract, but I am experiencing difficulties in electronically signing the document and uploading it to the Owner Portal. Will I be penalized for not returning the signed HAP Contract within the timeframe stipulated by the Housing Program Specialist?	Waiver HCV-4 allows DCHA to provide HAP subsidy for contracts executed within 120 days of beginning lease date; however, payments will not be paid until the HAP contract is executed.	<b>HCV-4: PHA Approval of Assisted Tenancy (HAP Contracts)</b>
Can the payment standard for my voucher be increased?	<p>HUD required housing authorities that adopted PH and HCV-2 to also adopt HCV-7.</p> <p><b>Note:</b> <i>At this time, DCHA has not approved any changes in the payment standards or lifted the rent increase suspension.</i></p>	<b>HCV-7: Increase in Payment Standards</b>

<p>When will HCVP publish the new updated utility allowance schedule and how am I impacted?</p>	<p>Waiver HCV-8 allows DCHA to delay its implementation of its updated utility allowance schedule through December 31, 2020. DCHA's adoption of this waiver will not affect the rental portion or existing utility assistance payment for any participants/voucher holders in the program. HCVP will continue to use the current utility allowance schedule as applicable to the tenant portion of rent and any utility responsibilities through December 31, 2020.</p>	<p><b>HCV-8: Utility Allowance Schedules</b></p>
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**Public Housing Program Participation Waivers**

<b>Question</b>	<b>Answer</b>	<b>HUD Waiver/Topic</b>
<p>Will the Resident Council Elections take place in-person at DCHA properties or will voting by mail be used for the election?</p>	<p>DCHA's Third Party Monitor is accessing the feasibility of various approaches, including in-person and voting by mail, for the 2020 Resident Council Executive Board Elections.</p>	<p><b>PH-8 Resident Council Elections</b></p>
<p>I am a public housing resident. When will my next annual inspection take place?</p>	<p>Currently, DCHA has paused conducting annual inspections. Inspections are on hold until December 31, 2020 but if restrictions are lifted and this date changes residents will be notified in writing.</p>	<p><b>PH-12 PH Agency Annual Self-Inspection</b></p>