

DEPARTMENT	QUESTION	ANSWER
Office of Public Affairs and Communications	Where can I go to remain updated about workplace changes at DCHA during this public health emergency?	Visit www.dchousing.org/coronavirus for up-to-date DCHA information. For updates from the DC Department of Health visit coronavirus.dc.gov
Office of Customer Experience	What should I do if I have a question about my status on the waiting list?	Call (202) 535-1000 and select prompt 8
	I'm a new landlord and would like to do business with DCHA, who should I contact?	Call (202) 535-1000 and select prompt 7
	Who can I call to receive a voucher extension?	Call (202) 535-1000 and select prompt 3
	How can I make an appointment with my Housing Program Specialist?	Call (202) 535-1000 and select prompt 3
	I have a question about my HCVP recertification	Call (202) 535-1000 and select prompt 4
	Do you have an owner portal issue?	Call (202) 535-1000 and select prompt 4
	Who should I call for an emergency HQS Inspection?	Call (202) 535-1000 and select prompt 2
	Who should I call for an initial HQS Inspection?	Call (202) 535-1000 and select prompt 2
	Who should I call for an emergency work order?	Call (202) 535-1000. Someone will submit the work order for you.
	Who should I call for a non-emergency work order?	Call (202) 535-1000 and select prompt 9
	I have a question about my 1099, who should I call?	Call (202) 535-1000 and select prompt 6
	Who can I call to request an emergency transfer voucher?	Call (202) 535-1000 and select prompt 3
	Who can I call if I have rodents in my unit?	Call (202) 535-1000 and select prompt 9
	Who can I contact for general DCHA questions?	Please email us at covid19@dchousing.org
Property Management Operations	How do I submit work orders while the office is closed?	Call (202) 535-1000 to submit work orders through the Command Center.
	Will work orders be addressed?	Only emergency work orders will be addressed at this time.
	What qualifies as an emergency work order?	Emergency work orders are: no electric, no heat, no water, main line backup, refrigerator or oven not working, roof leaks, water leaks, floods, and non-flushing toilets in units with only one toilet.
	What should I do if I have an emergency work order?	Please call (202) 535-1000 to submit work orders through the Command Center. Someone will respond within 24 hours.

	What will happen to my scheduled transfer?	Approved/scheduled transfers will proceed when DCHA returns to full operation.
	Should I still mail in my rent payments while the office is closed?	Yes, rent should continue to be mailed in using an envelope with the renter’s name and address.
	What should I do if I need to contact my housing manager?	Leave a voicemail message at the management office phone; housing managers will return calls based on the order received.
Office of Resident Services	Where can I access free and affordable food?	<p>Seniors 60+: Call Department on Aging and Community Living at (202) 724-5626 Monday through Friday 8:30 a.m.-4:30 p.m.</p> <p>DCPS Students: Meal sites are open 10 a.m.-2 p.m.</p> <p>Other resources:</p> <ul style="list-style-type: none"> ○ Groceries: Martha’s Table ○ “Grab and Go” Lunch: DC Dream Center at 2909 Pennsylvania Avenue, S.E. noon until they run out. ○ “Grab and Go” Dinner <ul style="list-style-type: none"> ▪ Dreaming Out Loud at Kelly Miller Middle School Monday-Friday 3-5 p.m. ▪ Washington Nationals Youth Baseball Academy at 3675 Ely Place, S.E. from 2-6 p.m. ○ Affordable Meals: Jose Andres Community Kitchens from noon – 4 p.m. ○ Hospitality Industry Workers: Hook Hall
	How do I submit my/my child’s Do Your BEST application?	The application deadline has been postponed. Further communication will be shared when operations return to normal. Have questions in the in the interim? Email ORSPROGRAMS@dchousing.org .
	Are there other resources available?	D.C. government is constantly updating their resource list at this link: https://coronavirus.dc.gov/ .
	How will my DCPS student continue learning while schools are closed?	<p>DCPS distance learning began Tuesday, March 24. Distance learning materials will also be available online beginning March 20. For the latest information and complete details, visit: https://dcps.dc.gov/coronavirus.</p> <p>If you do not have internet access at home, please visit: https://tinyurl.com/dchaLowCostWiFi</p>

	<p>Who do I contact if I need to speak with my community navigator or have other resident services-related questions?</p>	<p>ORS is monitoring the following email address daily: ORSPrograms@dchousing.org.</p> <p>Additionally, three community navigators are available to answer your questions. Please feel free to call either community navigator.</p> <ul style="list-style-type: none"> • Ronnie Friday (202) 579-0434 • Henry Johnson (202) 415-2267 • Moneek Scott (202) 816-0042
<p>Office of Audit and Compliance</p>	<p>I think I have mold in my unit. Can someone come and look at it?</p>	<p>Due to the risk of the Coronavirus, the Office of Audit and Compliance will need additional information prior to determining if an inspection can be conducted for the visual presence of mold-like substances.</p> <p>Please call (202) 535-1900 and leave a detailed message including your name and phone number. An OAC staff member will return your call.</p>
	<p>I would like to report program fraud.</p>	<p>There are two ways to report allegations of fraud:</p> <ul style="list-style-type: none"> • Call the Office of Audit and Compliance at (202) 535-1900 and leave a detailed message, including your name and phone number. You may be able to remain anonymous. • Send a detailed email to: fraudcomplaint@dchousing.org.
	<p>I am part of a Resident Council and want to drop off financial documents.</p>	<p>At this time, due to the risk of the Coronavirus, the Office of Audit and Compliance is not accepting document drop-offs. However, you may submit financial documents the following way:</p> <ul style="list-style-type: none"> • Email quarterly financial statements and supporting documents (if requested) to TSanders@dchousing.org. <p>If you have any questions, please call (202) 535-1900 and leave a detailed message including your name and phone number. An OAC staff member will return your call.</p>

	I would like to find out about the results of an investigation.	The Office of Audit and Compliance provides results of investigations to the impacted DCHA program office only (HCVP or Public Housing). Due to the nature of investigations, we are unable to discuss investigations with anyone else.
Information Technology Department	Where is there Information and Applications that DCHA Staff can utilize	https://www.dchousing.org/vue/intranet/
Office of Financial Management	Will I receive April HAP on time?	Yes, HAP payments will be processed and paid on April 1 st .
Office of Administrative Services	Where can I send invoices for any department in DCHA?	All invoices can be sent electronically to DCHApayments@dchousing.org .
	How can I submit certified payrolls to the Office of Administrative Services?	Please mail the original submissions of certified payrolls to the attention of the assigned Contract Compliance Specialist to the District of Columbia Housing Authority headquarters.
	How do I follow-up on procurements or ask questions of any kind to the Contracting Officer?	Please send all inquiries, comments or concerns by email to business@dchousing.org . The email will be responded to by the next business day.
	As an existing vendor or contractor, how do I update my information in DCHA's vendor system?	Please visit DCHA's website to complete the form to update your contact information. Send that information along with your updated IRS W-9 form to business@dchousing.org .
OCP	General contact for OCP during this telework period.	Please contact Barbara Outz in the Office of Capital Programs boutz@dchousing.org
	As a Contractor – Who should I contact if they have a payment/invoice related question?	Please contact Barbara Outz in the Office of Capital Programs boutz@dchousing.org .

	Where should I mail documents to during this telework period?	OCP request that as many documents and/or requests as possible be emailed in PDF form to our general to Boutz@outz.dchousing or call our administrative staff at 202-345-0004.
	As a Contractor- How do I know if work is continuing as scheduled on a property?	Please contact your DCHA Construction Manager or Inspector for the specific project to determine the current status of your project.
PMO-AM	Who do I contact about subordination requirements and loan payoffs?	Please email Yvette Ross Kane, yrkane@dchousing.org