



DISTRICT OF COLUMBIA HOUSING AUTHORITY

1133 North Capitol Street, NE, Washington DC 20002

Tyrone Garrett, Executive Director/CEO

Frequently Asked Questions:		
Housing Choice Voucher Program & Eligibility and Continued Occupancy Division		
Subject	Question	Answer
Voucher Issuance & Voucher Briefing	My Household (individuals or families) was deemed eligible for a voucher, when will I have my voucher briefing?	Only homeless households recently deemed eligible for a voucher will be able to participate in a remote briefing.
Transfer Voucher	Can I receive a transfer voucher so that I can move from my current unit?	Only households with emergency situations will be scheduled for a remote voucher briefing and issued a voucher. Emergencies include: 1. Households with VAWA and/or witness protections; and 2. Households that live in a unit that failed two HQS inspections.
Voucher Extensions	I would like to request an extension on my voucher, how do I request the extension?	Requests for voucher extensions should be submitted to etbriefings@dchousing.org . Requests will be reviewed and responded to within two business days.
Decrease/Loss in Income	I have a voucher, my household's income has decreased and I cannot afford to pay my rent portion. I understand that DCHA is closed to the public. How do I report this?	For HCVP: Please send an email to hcvpcovid19interim@dchousing.org and for Public Housing: please email phcovid19interim@dchousing.org . Someone will respond to your email within two business days. You can also call (202) 535-1000.
Rent Reviews	I don't agree with my rent determination. Who do I contact?	HCVP participants: please send an email to hcvpcovid19interim@dchousing.org . Public Housing: please email phcovid19interim@dchousing.org . Someone will respond to your email within two business days. You can also call (202) 535-1000.
Re-certifications	I submitted my recertification documents to my Housing Manager/Housing Program Specialist. Is my recertification being processed?	No. However, if you have experienced a decrease or loss in income, please email hcvpcovid19interim@dchousing.org and

		someone will respond to your email within two business days. You can also call (202) 535-1000.
Lease-Ups	I have an active voucher and my potential landlord has submitted my lease-up packet, will the new unit get inspected?	Yes. Landlords will be allowed to complete the pre move-in inspection checklist and self-certify that the unit meets HUD's housing quality standards (HQS).
Annual/Biennial Inspections	My unit is scheduled for its annual/biennial housing quality standards (HQS) inspection; will it still occur?	No. All scheduled annual/biennial HQS inspections that were scheduled to occur from March 16, 2020, and beyond have been suspended, until further notice. **Units that fall under the abovementioned parameters are subject to a Quality Assurance and/or Special inspection that will occur at a later date.**
Re-Inspection	My unit failed its first inspection and my re-inspection was scheduled to occur in April 2020. Will my unit's re-inspection occur?	Yes. A virtual or self-certification inspection will be scheduled. **Units that fall under the abovementioned parameters are subject to a Quality Assurance and/or Special inspection that will occur at a later date.**
Housing Abatement Compliance (HAC) Inspection	I am a landlord and I need to schedule a HAC inspection. Is HCVP Inspections scheduling/conducting HAC inspections?	Yes. HAC inspections will be conducted virtually. **The \$75.00 fee that the owner/landlord must pay for HAC inspection will be required to be paid to DCHA no later than 30 days from the date that DCHA opens to the public. Failure to pay the \$75.00 HAC fee will result in HAP suspension.**
Repayment Agreements	Can I still make a payment on my repayment agreement?	Yes. Payments can still be mailed to: District of Columbia Housing Authority Office of Financial Management 1133 North Capitol Street, N.E., 3 rd Floor Washington, DC 20002 **Walk-ins for dropping off payment have been suspended until DCHA has re-opened to the public.**

Eligibility	I have an application currently under DCHA's review for program eligibility, what is the timeline for final eligibility determination?	Eligibility determination will be rendered within 30 days of receiving a complete and accurate application packet. **Statuses of referrals submitted by DHS housing programs will be provided directly to DHS staff.**
Waiting List Status	I have a new address and/or a new phone number; how can I update my information?	Please contact (202) 535-1000.
Park Morton Relocation	I am a Park Morton resident and I would like some assistance regarding my relocation; who should I contact?	Please contact the Relocation Team, specifically: Brittney Holloway at 202-243-8791 or bholloway@dchousing.org and/or Noelee Wishart at 202-460-3263 or nwishart@dchousing.org Please allow at least two business days to receive a response.