



March 18, 2020

Dear CMHA Voucher Holder:

In an effort to help mitigate the spread of the COVID-19 (Coronavirus), CMHA has temporarily changed how we are doing business. We have temporarily closed the doors to our office, but we will continue to be available to serve you. Our primary goal is to keep those we serve housed during this unprecedented time. Be assured that **all active HAP and Utility Allowances payments will continue to be made.** We realize that during this period, you will have questions and concerns that will need to be addressed. We would like to answer some of these questions/concerns that you may have upfront, as well as provide information on some changes to our processes.

### Frequently Asked Questions

**Q. Is CMHA currently closed for business?**

**A.** While our office doors are closed, we will remain available to our residents. All essential business process will continue to be done through email and telephone. For further details please contact the CMHA Call Center at **614-421-6000** between 8:00 AM and 4:30PM.

**Q. Will rent continue to be paid to the landlord during the closure?**

**A.** YES, all rent payments and utility allowances will be paid during the closure.

**Q. My income and/or household composition has changed, what needs to be done?**

**A.** Please call 614-421-6000 and you will be directed to speak with a Housing Advisor.

**Q. How do I get my appointment rescheduled?**

**A.** All postponed appointments will be rescheduled once CMHA has returned to normal business.

**Q. How are voucher terminations and hearings being handled?**

**A.** All terminations in process are being postponed. Hearings will be scheduled once CMHA has returned to normal business.

**Q. My voucher is going to expire, what do I do?**

**A.** All vouchers are being extended until this crisis is over.

**Q. What if my landlord gives me an eviction notice?**

**A.** Landlords are forbidden from commencing eviction action during this crisis for non-payment of rent. <http://www.fcmcclerk.com/?announcement#franklin-county-municipal-court-operations-during-covid19-pandemic>

**Q. What can I do to protect myself, my family and my friends from the virus?**

**A.** The best source is the Center for Disease Control. They provide the most up-to-date information from the experts. See <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Below you will find some of our current process changes to serve you during this crisis. If you have any difficulty working through ANY of the matters below, please reach out to our Call Center:



### **Applications**

- New applicants normally received from specialized sponsors are not being scheduled at this time. Appointments will resume normal business practices when offices reopen to the public.

### **Intake**

- CMHA is not currently accepting documents dropped off at the main or east campus offices.
- All clients with vouchers in their possession and actively looking for housing will be extended. If they can remain in their current home, we encourage them do so to prevent processing delays or homelessness.

If clients move while CMHA is closed, please ensure the RTA packet is completed with the lease as well as the inspection certification form that can be found on our website. Tenants and owners will need to review the rent burden calculation sheet provided with the voucher to estimate if the tenant qualifies for the unit. Rent in addition to the estimated utilities on the utility allowance sheet should not exceed the maximum gross rent on the rent burden calculation sheet. Utility allowance sheets are in the tenant's RTA packet and on our website [www.cmhanet.com](http://www.cmhanet.com). RTA packets need to be submitted to [intake@cmhanet.com](mailto:intake@cmhanet.com) and must contain all required documents and the self-certification inspection form.

- When our offices reopen, the intake process will return to normal procedures and guidelines.

### **Inspections**

- Initial inspections will be completed with the self-certification form and must be signed and dated on the certification date by owner and tenant. Payment will be processed and backdated to the day following the self-certified initial inspection. CMHA will perform an inspection on all self-certified units once the agency returns to normal business.
- Complaint or emergency inspections may be self-certified and will be rescheduled upon reopening.
- All first-time annual inspections have been postponed until a later date to be determined. Any scheduled annual reinspection's may be self-certified by the owner and tenant and will be rescheduled upon reopening. If for any reason, an owner or tenant chooses not to conduct an inspection at this time, please document this decision and an inspection will be scheduled upon reopening.

### **Client Recertifications**

- If leases end, we will automatically extend them on a month-to-month basis until the crisis is over.
- If you vacate a unit, please notify your landlord and [hcvlandlord@cmhanet.com](mailto:hcvlandlord@cmhanet.com) with specific date that you vacated the unit.
- Annual recertification and interim appointments that are already scheduled will be rescheduled upon the reopening of CMHA to the public.
- There will be no move-in appointments scheduled at this time. If a client already received their voucher to move and now wishes to stay, the owner is to contact [hcvlandlord@cmhanet.com](mailto:hcvlandlord@cmhanet.com) for review to ensure the HAP payment continues to be processed.

### **HAP Payments**

- HAP Payments will continue to be processed on the 1<sup>st</sup> and 15<sup>th</sup> of each month or the first business day after each respective date.
- **All payments to landlords will continue.**



**General Information**

- Franklin County Municipal Court eviction hearings will not take place for at least the next eight weeks. Please see the link for more information.  
<http://www.fcmcclerk.com/?announcement#franklin-county-municipal-court-operations-during-covid19-pandemic>
- The HQS Self-Certification inspection form is located on our website at [www.cmhanet.com](http://www.cmhanet.com). The inspection checklist, as well HQS Inspection Tips can also be located on our website. This form must be signed by both you and your Landlord.

Again, I want to emphasize that if you have any issues you cannot resolve by using the procedures described above, please call the CMHA Call Center at 614-421-6000 between 8:00 AM and 4:30 PM. We are sorry that we cannot assist you in person, and we appreciate your patience and understanding during this unprecedented time.

We remain committed to our residents and committed to keeping you housed during this crisis. We will make frequent updates to this post as the situation warrants.

Thank you for your understanding.