



Update on District of Columbia Housing Authority Operating Status during COVID-19 Emergency

What is our operating status?

In addition to other District agencies, DC Housing Authority remains operational, though on a partial telework capacity. DCHA will continue to provide essential services to maintain and secure our communities and provide rental assistance to our voucher participants.

How does this impact what we do?

- **Property Management Operations:** We will continue to address emergency work orders, perform cleaning of all common areas throughout our properties and address all necessary site maintenance. Property management offices will be closed but calls to those offices will be handled by both property and area managers to help address your inquiries.
- **Housing Choice Voucher Program:** Landlord payments, emergency inspections and initial inspections of vacant units without occupants and furniture will continue to be conducted by the essential employees of HCVP. All re-certifications, annual and biennial inspections scheduled between March 23, 2020 – April 24, 2020 will be rescheduled. Notifications will be provided to affected households and landlords.
- **Office of Resident Services** – All training programs, classes and activities are suspended until further notice.

How does this impact our physical locations?

- **1133 North Capitol Street NE:** closed to the public with the exception of dropping off recertification packets and rental payments at the front lobby entrance until Friday, April 24th.
- **1170 12th Street NW (satellite DCHA office):** is closed to the public through Friday, April 24th.
- **Southwest Family Enhancement Career Center/EnVision Center (203 N Street SW):** closed to the public through Friday, April 24th.
- **Frederick Douglass Family Self-Sufficiency Center (2000 Alabama Avenue SE):** closed to the public through Friday, April 24th.

What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

In addition to implementing recommendations from the DC Department of Health and CDC on hand washing, social distancing and limiting large gatherings, DCHA offices are being deep cleaned and property management staff continue to clean and maintain common areas around our communities. By implementing partial telework, DCHA is maintaining essential services while protecting the workforce and public.

Where should you go if you have questions?

For emergency work orders, please call 202-535-1000. To learn about any future changes, please visit www.dchousing.org/coronavirus. For general inquiries, please email covid19@dchousing.org and your question will be routed to the appropriate department. For more information on general District response and services, please visit coronavirus.dc.gov.

