



## ADDRESSING TENANT CONCERNS DURING THE COVID-19 NATIONAL EMERGENCY

The Centers for Disease Control and Prevention (CDC) issued an order temporarily halting certain evictions (the CDC order) for certain renters, which has been extended through June 30, 2021. The CDC issued the temporary eviction halt to protect public health and prevent further spread of COVID-19. The order can be found at: <https://www.federalregister.gov/documents/2020/09/04/2020-19654/temporary-halt-in-residential-evictions-to-prevent-the-further-spread-of-covid-19>

Multifamily property owners and management agents are encouraged to inform residents of the eviction protections under the order and inform them of the required declaration form, where the CDC order applies. The declaration form can be found at: [https://www.cdc.gov/coronavirus/2019-ncov/downloads/evictiondeclare\\_d508.pdf](https://www.cdc.gov/coronavirus/2019-ncov/downloads/evictiondeclare_d508.pdf)

# **RENT IS STILL DUE DURING THE COVID-19 NATIONAL EMERGENCY. TALK TO YOUR LANDLORD RIGHT AWAY ABOUT A POSSIBLE RENT REDUCTION IF YOU'VE HAD A LOSS OF INCOME.**

The national COVID-19 emergency has had far-reaching impacts on operations at HUD-assisted and FHA-insured multifamily properties. Many tenants have lost jobs or had their hours cut and are concerned about how they will pay rent and for other basic needs.

You received this brochure because your apartment community participates in a program administered by the United States Department of Housing and Urban Development, and you may be eligible for protection under the CDC order.

This brochure briefly lists important information about paying your rent during the national emergency.

## **Should you still pay rent?**

- **Yes. Rent payments are still due** on the usual date during the national emergency. If you have had a decrease in income or change in circumstances that will make it difficult to pay your rent on time, contact your landlord right away.

## **Having trouble paying rent?**

For instance, if you have lost your job, been furloughed without pay, or have had your hours cut.

- If you **are a beneficiary of HUD rental assistance** and have had a decrease in income, **request an income recertification** with your property management as soon as possible: you may be entitled to a rent reduction or a hardship exemption effective the first month following the income loss. Federal stimulus payments are NOT included in your income calculation.
- If you are falling behind on your rent or utilities and you are at risk of eviction, you may qualify for newly available rental assistance through the Emergency Rental Assistance Program (ERAP)
  - Each participating state or local government has its own application process
  - Your property manager may know how you can apply, or you can dial 211 or visit [211.org](https://211.org) for information on emergency financial assistance
  - Information about this program is available here: <https://home.treasury.gov/policy-issues/cares/emergency-rental-assistance-program>.
- Concerned about going to the leasing office to meet or sign documents? HUD will allow you to send an alternative signature by email, fax, or other electronic method. Ask your property manager about ways to provide an alternative signature without going to the leasing office.
- If you are a tenant at an **FHA-insured property**, you should contact your landlord immediately if you expect that you may have difficulty paying your rent. Reach out early to discuss potential payment plans or accommodations. You may be eligible for assistance through a state or local program, or your landlord may know of other resources.



# EVICCTIONS SOLELY FOR NON-PAYMENT OF RENT HAVE BEEN TEMPORARILY SUSPENDED.



- **Evictions for non-payment of rent have been temporarily halted, where the CDC order applies, until June 30, 2021**, for certain renters at HUD Multifamily assisted or FHA-insured properties, so long as the CDC order remains in effect. This means that landlords can start eviction proceedings, but during the period of the CDC order, the physical removal of an eligible renter for non-payment of rent cannot take place.
- **To qualify for eviction protections under the CDC order, you need to give a completed and signed copy of the declaration form to your landlord or property manager.** You can find the declaration form at: [https://www.cdc.gov/coronavirus/2019-ncov/downloads/evictiondeclare\\_d508.pdf](https://www.cdc.gov/coronavirus/2019-ncov/downloads/evictiondeclare_d508.pdf)
  - The declaration form includes information about who is eligible for eviction protections under the CDC order.
  - If you have already submitted a declaration, you don't have to submit a new declaration if the first one included everything that is legally required.
  - Any written document can be used instead of the form if it includes all the same information as the form, is signed, and includes a statement that you are signing the declaration under penalty of perjury. Signing under penalty of perjury means that you promise that the statements in the declaration are the truth and that you understand that you can be criminally punished for lying.
  - You can use a form translated into a language other than English if you prefer.
- The CDC temporary halt in evictions does **NOT** affect:
  - Evictions that were completed before the moratorium started on September 4, 2020 or that are completed after it ends. If an eviction was filed but not completed before September 4, 2020, the CDC order applies.
  - Cases where the eviction is based on reasons other than non-payment of rent or non-payment of other fees or charges.
  - The CDC order does NOT prohibit the charging or collecting of fees, penalties, or interest because of failure to pay rent on time. If you do not pay your rent on time, you may need to pay such charges along with your back rent to avoid eviction after the moratorium ends. Your landlord may take you to court to force you to pay your rent while the moratorium is still in effect. Read your lease or ask your landlord about any fees, penalties, or interest that you may be charged if you are late paying your rent.

- If your State or local government has eviction protections in place where you live that provide the same or greater public health protections as the CDC order, the State/local protections will apply instead of the CDC Order. If there are State or local eviction protections that continue after the CDC order ends on June 30, 2021, those State/local protections will still apply.
- If you live somewhere where the CDC order does not apply because of a federal court order, the CDC order will not apply.
- There are potential penalties if landlords, owners of residential property, and other persons with a legal right to pursue eviction violate the CDC order. The U.S. Department of Justice has the authority to prosecute violations of the CDC order. Other relevant federal, state, and local law could also result in penalties for action violating the CDC order.
- **Once the temporary halt ends**, tenants can be evicted for non-payment of rent.
  - Until further notice, owners of HUD-assisted or FHA-insured properties that receive forbearance must continue to provide at least 30 days' notice of eviction, or more if required by State or local law.
  - Contacting your landlord to talk about income recertification (if your income has fallen) or a payment agreement may help avoid an eviction once the moratorium is over. Similarly, if you can pay your rent, you must continue to do so to avoid the potential of future eviction.

### **Concerned about property conditions?**

Contact your Project-Based Contract Administrator (PBCA) or Regional HUD Office if you have concerns. If you live in a HUD Section 8 Multifamily property, the PBCA name and contact number for your property should be posted and available to you in a common area. If you are unable to locate that information, you may contact your regional or local HUD Office for assistance. To find your Regional HUD Office: <http://www.hud.gov/local>.

- Additional information about tenant certifications and other HUD guidance during this national emergency can be found at [https://www.hud.gov/program\\_offices/housing/mfh](https://www.hud.gov/program_offices/housing/mfh).
- Local units of government (including counties and housing and redevelopment authorities) and non-profits may have assistance programs. For more information and resources related to COVID-19, visit the U.S. Administration for Community Living website at <https://acl.gov/COVID-19>.

### **WATCH OUT FOR SCAMS**

Scams relating to COVID-19 make fraudulent promises ranging from providing tests, vaccines or medical equipment, to helping pay mortgages, or claiming to help you get a federal stimulus payment. **The best defense is to say NO** if anyone contacts you and asks for your Social Security number, bank account number, credit card information, Medicare ID number, driver's license number or any other personally identifiable information by phone, in person, by text message, or email. Report scams to [ftc.gov/complaint](https://ftc.gov/complaint).

State	PBCA	Resident Contact Number
<b>Alabama</b>	Navigate Affordable Housing Partners, Inc 500 Office Park Drive, Suite 300 Birmingham, AL 35223	888-466-5572
<b>Arizona</b>	Arizona Department of Housing 1110 W. Washington Suite 280 Phoenix, AZ 85007	866-890-0177
<b>Arkansas</b>	Southwest Housing Compliance Corporation 1124 South IH 35 Austin, TX 78704	888-842-4484
<b>California (Southern) (800)</b>	Los Angeles LOMOD Corporation 2600 Wilshire Blvd, Suite 3136 Los Angeles, CA 90057	877-240-4904
<b>California (Northern) (801)</b>	California Affordable Housing Initiatives, Inc. 505 14th St., Suite 650 Oakland, CA 94612	800-982-5221
<b>Colorado</b>	Colorado Housing and Finance Authority 1981 Blake Street Denver, CO 80202 – 1272	303-297-7442
<b>Connecticut</b>	Navigate Affordable Housing Partners, Inc 500 Office Park Drive, Ste 300 Birmingham, AL 35223	888-466-5572

<b>Delaware</b>	Delaware State Housing Authority 26 The Green Dover, DE 19901	888-363-8808
<b>District of Columbia</b>	Assisted Housing Services Corporation 880 East 11th Avenue Columbus, OH 43211-2771	800-982-5219
<b>Florida</b>	North Tampa Housing Development Corporation 4300 W. Cypress Street, Suite 970 Tampa, FL 33607	800-982-5232
<b>Georgia</b>	National Housing Compliance 1975 Lakeside Parkway Suite 310 Tucker, GA 30084	888-530-8266
<b>Hawaii</b>	Hawaii Public Housing Authority 1002 N. School Street Honolulu, HI 96817	866-591-6218
<b>Idaho</b>	Idaho Housing and Finance Association P.O. Box 7899 Boise, ID 83707-1899 Fed Ex Address only 565 West Myrtle Street Boise, ID 83703-1899	855-505-4700
<b>Illinois</b>	National Housing Compliance 1975 Lakeside Parkway Suite 310 Tucker, GA 30084	888-530-8266

<p><b>Iowa</b></p>	<p>Iowa Finance Authority 2015 Grand Avenue Des Moines, IA 5032</p>	<p>800-432-7230</p>
<p><b>Indiana</b></p>	<p>Indiana Housing Finance Authority 30 South Meridian Street, 10th Floor Indianapolis, IN 46204</p>	<p>317-656-8808</p>
<p><b>Kansas</b></p>	<p>Kansas Housing Resources Corporation (Formerly: State Department of Commerce and Housing) 611 South Kansas Avenue, Suite 300 Topeka KS 66603-3803</p>	<p>800-752-4422</p>
<p><b>Kentucky</b></p>	<p>Kentucky State Housing Corporation 1231 Louisville Road Frankfort, KY 40601-6191</p>	<p>844-797-5078</p>
<p><b>Louisiana</b></p>	<p>Louisiana Housing Corporation 2415 Quail Drive Baton Rouge, LA 70808</p>	<p>888-454-2001</p>
<p><b>Maine</b></p>	<p>Maine Housing 353 Water Street Augusta, ME 04330-4633</p>	<p>800-452-4668</p>
<p><b>Maryland</b></p>	<p>Maryland Dept of Housing &amp; Community Development 7800 Harkins Road Lanham, MD 20706</p>	<p>877-863-9583</p>

<b>Massachusetts</b>	Massachusetts Housing Finance Agency One Beacon Street Boston, MA 02108	617-854-1000
<b>Michigan</b>	Michigan State Housing Development Authority 735 E. Michigan Avenue P.O. Box 30044 Lansing, MI 48909	844-674-3224
<b>Minnesota</b>	Minnesota Housing 400 Wabasha Street North, Suite 400 Saint Paul, MN 55102	800-657-3769
<b>Mississippi</b>	Navigate Affordable Housing Partners, Inc 500 Office Park Drive, Ste 300 Birmingham, AL 35223	888-466-5572
<b>Missouri</b>	Missouri Housing Development Commission 3435 Broadway Kansas City, MO 64111-2403	866-605-7467
<b>Montana</b>	Montana Department of Commerce 301 South Park Avenue PO Box 200548 Helena, MT 59620-0548	800-761-6264



<p><b>Nebraska</b></p>	<p><b>(Executive Office Address)</b>  Housing Authority City of  Bremerton  600 Park Ave.  Bremerton, WA 98337</p> <p><b>(Contract Management Services)</b>  Norm Dicks Government  Center  345 6th Street. Suite 200  Bremerton, WA 98337</p>	<p>877-792-9175</p>
<p><b>Nevada</b></p>	<p>Washoe Affordable Housing  Corporation  1525 East Ninth Street  Reno, NV 89512-3012</p>	<p>888-202-9036</p>
<p><b>New Hampshire</b></p>	<p>New Hampshire Housing  Finance Authority  32 Constitution Drive  Bedford, NH 03110</p>	<p>800-640-7239</p>
<p><b>New Jersey</b></p>	<p>New Jersey Housing and  Mortgage Finance Agency  637 South Clinton Avenue  Trenton, NJ 08650-2085</p>	<p>800-654-6873</p>
<p><b>New Mexico</b></p>	<p>New Mexico Mortgage Finance  Authority  344 4th Street SW  Albuquerque, MN 87102</p>	<p>800-657-9647</p>
<p><b>New York</b></p>	<p>New York State Housing Trust  Fund Corporation  38-40 State Street,  Hampton Plaza  Albany, NY 12207</p>	<p>866-641-7901</p>

<p><b>North Carolina</b></p>	<p>North Carolina Housing Finance Agency 3508 Bush Street Raleigh, NC 27609-7509</p>	<p>866-318-0808</p>
<p><b>North Dakota</b></p>	<p>North Dakota Housing Finance Agency P.O. Box 1535 2624 Vermont Avenue Bismarck, ND 58502-1535</p>	<p>800-292-8621</p>
<p><b>Ohio</b></p>	<p>Columbus Metropolitan Housing Authority Assisted Housing Services Corporation 880 East 11th Avenue Columbus, OH 43211</p>	<p>877-506-3552</p>
<p><b>Oklahoma</b></p>	<p>Oklahoma Housing Finance Agency 100 N.W. 63rd Street, Suite 200 Oklahoma City, OK 73126</p>	<p>800-436-1347</p>
<p><b>Oregon</b></p>	<p>Oregon Housing and Community Services Department 725 Summer Street, NE, Suite B Salem, OR 97301-1266</p>	<p>800-453-5511</p>
<p><b>Pennsylvania</b></p>	<p>Pennsylvania Housing Finance Agency 211 North Front Street P.O. Box 8029 Harrisburg, PA 17105-8029</p>	<p>877-253-7709</p>
<p><b>Puerto Rico</b></p>	<p>Puerto Rico Housing Finance Authority PO Box 71361 San Juan, PR 00936-8461</p>	<p>787-765-7577</p>

<p><b>Rhode Island</b></p>	<p>Rhode Island Housing 44 Washington Street Providence, RI 02903-1721</p>	<p>800-427-5560</p>
<p><b>South Carolina</b></p>	<p>South Dakota Housing Development Authority P.O. Box 1237 3060 East Elizabeth Pierre, SD 57501-1237</p>	<p>800-540-4241</p>
<p><b>Tennessee</b></p>	<p>Tennessee Housing Development Agency 502 Deaderick Street, Third Floor Nashville, TN 37243</p>	<p>800-314-9320</p>
<p><b>Texas</b></p>	<p>Southwest Housing Compliance Corporation 1124 South IH 35 Austin, TX 78704</p>	<p>888-842-4484</p>
<p><b>Utah</b></p>	<p><b>(Executive Office Address)</b> Housing Authority City of Bremerton 4040 Wheaton Way, Suite 204 Bremerton, WA 98310</p> <p><b>(Contract Management Services)</b> Norm Dicks Government Center 345 6th Street, Suite 200 Bremerton, WA 98337</p>	<p>877-792-9175</p>
<p><b>Vermont</b></p>	<p>North Tampa Housing Development Corporation 4300 W. Cypress Street, Suite 970 Tampa, FL 33607</p>	<p>855-243-4100</p>

<p><b>Virginia</b></p>	<p>Navigate Affordable Housing Partners, Inc. 1827 1st Avenue North, Suite 100 Birmingham, AL 35203</p>	<p>888-466-5572</p>
<p><b>Washington</b></p>	<p><b>(Executive Office Address)</b> Housing Authority City of Bremerton 4040 Wheaton Way, Suite 204 Bremerton, WA 98310</p> <p><b>(Contract Management Services)</b> Norm Dicks Government Center 345 6th Street, Suite 200 Bremerton, WA 98337</p>	<p>877-792-9175</p>
<p><b>West Virginia</b></p>	<p>West Virginia Housing Development Fund 5710 Mac Corkle Avenue SE Charleston, WV 25304</p>	<p>888-334-6065</p>
<p><b>Wisconsin</b></p>	<p>Wisconsin Housing &amp; Economic Development Authority 201 W. Washington Ave. Suite 700 Madison, WI 53701-1728</p>	<p>800-943-9430</p>
<p><b>Wyoming</b></p>	<p>Housing Authority City of Cheyenne 3304 Sheridan Street Cheyenne, WY 82009</p>	<p>866-628-7222</p>