

COVID-19 FAQs

Rental Assistance Department

Are you open?

The Reno Housing Authority (RHA) is currently closed to walk-in traffic; however, our staff is continuing to work to ensure a continuation of our services. If you need our assistance, please call 775-329-3630, but understand that it may take us some time to return your call.

Do you provide Emergency Rent Assistance?

Unfortunately, the RHA is not able to provide emergency rental assistance.

Will my landlord be paid?

Yes. We do not anticipate any disruptions to our Housing Assistance Payment (HAP).

My employment income has been affected by the Covid-19 shutdown. When should I report the change?

Please report your change in writing when your income actually changes. We understand that some employers are paying their employees during this shutdown, some employees are using their sick/personal leave, and some employees may be covered by the Families First Coronavirus Response Act. If you are out of work but still being paid the same amount because of one of the above reasons, you DO NOT need to report this change. However, if your income has decreased due to the change in how you are paid (including a change to unemployment benefits), please report that. You can use our fillable Update form [http://www.renoha.org/wp-content/uploads/2020/03/20200317_Fillable-Update-form.docx] and submit it to section8@renoha.org.

My self-employment is affected by the Covid-19 shutdown? How should I report this?

Please fill out your Self Employment worksheet and clearly indicate on it that your self-employment income has been affected by the Covid-19 shutdown, and then continue to fill out these forms monthly as you usually would.

How do I report a change in my income?

Our fillable Update form [http://www.renoha.org/wp-content/uploads/2020/03/20200317_Fillable-Update-form.docx] is a Word document with fields for each of the questions. While the document is open, use the Tab button on your keyboard to move through the fields. To use a checkbox, just tap your Spacebar while on that field. PLEASE MAKE SURE TO ANSWER ALL OF THE QUESTIONS COMPLETELY.

Once completed, you can save this document to your computer and email it to section8@renoha.org.

How long will it take for my change to be processed?

The Rental Assistance Department processes all changes in the order they were received. The amount of time it takes us to process these changes depends on the number of changes reported to us. Please know that all our staff is focused on processing these changes as quickly as possible to ensure our Housing Assistance Payment (HAP) is accurate and appropriate based on your income.

How do I submit documents to your office?

You may submit things to our office by mail (1525 E. 9th Street, Reno, NV 89512), fax (775-786-1712), email (section8@renoha.org), or by dropping them off.

If you submit information via email by sending a picture of a requested document, please do your best to ensure the picture is clear and covers the full document.

In order to drop something off, you will need to use our drop box which is located in the door four (4) parking spaces to the right of our main entrance. The drop box is clearly labeled and deposits inside our office, so your documents and payments are secure.

I haven't been able to find a unit and my voucher is about to expire. Can I get an extension?

We are happy to grant voucher extensions during this time, though each situation will still be reviewed individually. Please submit a S8 Voucher Extension Request form [http://www.renoha.org/wp-content/uploads/2020/03/20200314_S8-Voucher-Extension-Request-Form.pdf] and we will contact you with the updated expiration date.

I'm moving to a new unit. Will these changes affect my move?

No. We are still conducting move-in inspections so that lease-ups may be completed, and we are making arrangements for landlords to sign their HAP Contracts without coming into our office.

However, please make sure you are checking with the landlord as well. Some management offices are closing during this shutdown and you would need to make arrangements with them to complete the move-in process.

I received an eviction notice from my landlord. What do I need to do?

You should contact legal services for questions regarding evictions: Washoe Legal Services (775-329-2727) intake@washoelegalservices.org; Nevada Legal Services (775-284-3491) renointake@nlslaw.net.

I received a move-out notice from my landlord and/or I gave my landlord notice to vacate. What do I need to do?

We recommend talking to your landlord to see if this notice can be postponed until after the shutdown period. If your landlord is still requiring that you move out of the unit based on the notice provided, you can send a copy of that notice to our office via email to leasing@renoha.org to start the transfer process.

How can I file for unemployment benefits?

The Department of Employment, Training, and Rehabilitation (DETR) has established a self-service website for filing for unemployment benefits. Please visit www.ui.nv.gov for more information.

How can I contact you to ask a question?

If your question is not addressed in this FAQ, you can call our office at 775-329-3630 and ask to speak to the On Duty Housing Specialist (option 5 from the automated menu). You can also email us at section8@renoha.org. Please understand that we will respond as quickly as possible due to the increased call and email volume. Please do not leave/send multiple messages as this will delay our ability to respond.