



Housing Authority of the City of Reno

Por favor contacte la Autoridad de Viviendas de Reno si usted necesita este documento traducido o si usted tiene alguna pregunta.

March 20, 2020

RENO HOUSING AUTHORITY COVID-19 RESPONSE

Dear Section 8 Client:

The Reno Housing Authority (RHA) would like to inform you of the steps we are taking during this time to ensure the continuation of our services while protecting our staff from potential exposure to the Covid-19 virus. First, although our offices are closed to walk-in traffic, our staff continues to work on answering questions and processing changes, and we will continue to make our Housing Assistance Payments to the landlord. If you call into our office, please be patient as our staff deals with the increased call volume. We encourage you to read the Frequently Asked Questions on our website, which may address some of your concerns.

Second, we understand that most of our clients will experience some sort of change in their income due to the temporary closure of non-essential businesses. Please continue to report your changes in writing, reporting when you actually experience the change to your income (if you are out of work but being paid leave, this would not be a change in your income until your pay decreases or you run out of leave). In order to simplify the reporting process, we have created a fillable Update form (available on our website). You can fill this form out and email it to us at section8@renoha.org.

Third, we have temporarily stopped conducting biennial Housing Quality Standards (HQS) inspections, but we are still conducting move-in inspections to complete the lease-up process. If you were scheduled for a biennial HQS inspection or your unit would have been due for a biennial HQS inspection during the coming weeks, it will be rescheduled once our operations have returned to normal. Again, this will not affect move-in inspections for those moving into a new unit.

If you have any questions regarding our services during this time, please feel free to call our office at 775-329-3630 or email us at section8@renoha.org. We will respond to you as quickly as possible.

Sincerely,

Heidi McKendree
Director of Rental Assistance

