

# COVID-19 FAQs

## Asset Management Department

Are you open?

Physical access to all RHA offices will be restricted until further notice. Management offices will be operating on a reduced schedule of three (3) days per week from 7:00am to 6:00pm for emergencies and appointments only. Office hours will be posted near the entry to the management office.

Do I have to pay rent during the State of Emergency for COVID-19?

Yes, you must continue to pay your rent.

I am worried about not being able to pay my rent because COVID-19 has impacted my income. What should I do?

Contact your manager as soon as possible to talk about your options. Any changes in income should be reported 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.

Interim updates will be conducted by email submission of the Update Form, by phone, or by mail. PLEASE MAKE SURE TO ANSWER ALL OF THE QUESTIONS COMPLETELY. If you have an email address, please notify your manager as this can be used as another form of communication. Paper Update Forms will also be available outside the management offices.

Do you provide Emergency Rent Assistance?

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

How do I pay my rent?

Rent and other payments should continue to be mailed to the RHA main office at 1525 East 9<sup>th</sup> St, Reno, NV 89512. The RHA main office also has a drop box to submit payments. It 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.

## What about my Annual Recertification?

Annual Recertifications will be conducted by mail. Your manager will send you the required documentation to complete and return in a postage-paid envelope provided by RHA. In some cases, follow up phone calls or emails may be necessary to complete the process.

## I have a maintenance issue in my unit. What should I do?

At this time, only emergency and highly urgent work orders are being addressed by maintenance staff. Please continue to report any work orders by calling 775-329-3650 as they will be recorded for future repair.

## I have a maintenance repair scheduled. What should I expect?

When responding to a work order, it is likely that maintenance staff will be dressed in protective clothing and equipment. All staff carry their identification badges; please feel free to ask staff to show their ID if you are concerned. Please be aware that staff will ask if any residents have been ill or exposed to someone with the COVID-19 virus.

## What if I'm sick and have a repair scheduled?

Please call your manager. They may ask you questions related to your sickness and the type of repair needed. Some repairs may need to be rescheduled when you are feeling better.

## I usually attend the Resident Council meeting at my complex, should I still plan to attend?

All Public Housing Resident Council meetings and activities have been cancelled or suspended.

## 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](http://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 or email your manager. Please understand that we will respond as quickly as possible due to the increased call and email volume. You do not need to leave/send multiple messages.