Survey 4/15/20

.  How are you doing your interviews right now, if any?

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?

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Doing everything via telephone, email, and mail.

We are all Public Housing and yes, we are still leasing.

1.  How are you doing your interviews right now, if any? We are doing everything via phone and email

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over? We are currently filling PH units, but we are not issuing vouchers.

1.       Reviews dropped off in office and calling tenants if needed.

2.        Did lease up right before we started working from home and are currently full.

 Everything is on hold at this time until the pandemic is over.  We are a City department in a City building and it is locked down.  We are all present and processing paperwork by mail.

Office closed, emergency work orders only.
I come in to make payroll, pay bills, post rent etc.

We are interviewing by phone, but we are not issuing any new HCV vouchers right now.  We have also placed our new port-ins on hold for now.

We are doing interviews by phone In Public Housing we are leasing units

In my Sec 8 NC they pay their own bills; therefore, they are required to put the bills in their name.  At this time the City of Dublin is shut down and the City will not return phone calls to us.  Therefore, we cannot get the water turned on to clean apartments or lease up apartments.

1.   Phone

2.   No

 We are doing good and have rented 3 out 4 ready to move in apartments.

 Yes, please see above.

Interviews are all remote for the foreseeable future.

We conduct them over the phone and docs are emailed, faxed or mailed.

No issuing voucher until pandemic is over.

1.       At this time we are not doing interviews.

2.       Just today we put an ad in the paper and contacted 211. We will mail out or email applications so when the pandemic is over we will have applicants ready to move into our units.

We are doing as much by phone and yes we are leasing .  We wear gloves and mask.

We are conducting interviews, applicant hearings, grievances, etc. via telephone

         We will conduct move ins to fill our vacant units.  The move in orientation packet including the lease will be provided to the applicant.  Applicant will pre-sign the documents, lease and certify a checklist that they have read, understand and all documents and policies on the checklist and have been given an opportunity to ask questions about all policies and documents.  They will return the packet along with money order or check for the security deposits and prorated rent in our temporary drop box.  Our staff will review the documents and payment.  Our staff will conduct a move in inspection and smoke alarm certification before the resident moves in.    If all is complete we will coordinate with the applicant to pick up the keys, fully executed copy of the lease as well as the move in inspection form and smoke alarm certification form.  They will be instructed to enter the apartment, conduct a move in inspection and smoke alarm certification and return the inspection forms to our office and begin moving in.

         We are not currently accepting new applications due to the shelter in place mandate for our county as our ACOP requires that we view and copy the original birth certificate, SS card and photo ID at the time the application is submitted.  We are encouraging potential applicants to gather the verification documents as be ready to come to submit an application as soon as the mandate is lifted.  We are hopeful that this will happen by mid-May or sooner if possible.

We have  a drop box for any papers or documents that need to be turned into office.     Any face to face interviews we are pushing into July.

Thank goodness we are full!

Not doing interviews.  No new leasing.

 No interviews

 No lease up since pandemic

Phone interview; then mailing forms for signature.  Using 9886 for employment and financial verifications.

Still leasing on HCV.  Only inspecting vacant units for initial lease up.  (No annual inspections).

We actually don’t have any Public Housing property, on the HCV Program we are follow the below:

We are conducting all interviews remote, most of them over the phone.

The families are send the Request for Tenancy Approval Packet via email, fax or regular mail in order to request the inspection on the selected unit, and if the unit is empty we are conducting the inspection and allowing the family to move-in.

We are not currently accepting applications.  We closed our list a few months before all of this started because our list is currently 5 years long and we have no vacancies.  However, if for any reason we were to have had it open, we would probably wait to conduct interviews after the pandemic was over.

1.  How are you doing your interviews right now, if any?  We have been doing them by mail for years.  Send out an annual packet that is due back to us by a deadline.

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?  We are accepting the RTA for the vouchers that were issued prior to the pandemic.  This will stop their clock.  We are investigating the use of the waivers for the initial HQS inspection.

1.  How are you doing your interviews right now, if any?  Haven't yet but need to Advertised for Security Guard

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over? According to Joseph Uviedo Acting Director:

 Thank you for your response regarding occupancy.  On your question regarding whether it is safe to be renting units at this time - while HUD is encouraging PHAs to continue housing families, we would ask that you do so in consideration of all Federal, State, and local guidance in response to COVID-19.  You should consider the safety of you staff and your residents in carrying out PHA operations at this time.

We’re doing most interviews online.  Those that need additional assistance the caseworker will call and set up a telephone interview.  We’re currently not allowing moves except in those situations where the landlord is not willing to renew/extend the lease (or if the HAP will reduce).  In those situations the inspector is inspecting the vacant unit practicing social distancing with landlord/maintenance man.

 Sending the MI packages out to client/resident first-then getting them back. Then doing the interviews via phone.  Sanitizing the paperwork when we get it back before processing.

 Yes-We are doing some in PH WL/SEC8 Port Ins depending on the total of information available & remote contact.  Our HAP UML is 100% at this time.

1.  How are you doing your interviews right now, if any?  All documents are being received via email or mailed in.  The Interviews are being conducted by phone.

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?

 Currently leasing, but since pandemic started have not had a new admission.

1.  How are you doing your interviews right now, if any?  As much as possible by phone, email and mail.  If no other option, we allow them to come in and bring items but only to the front counter.  The counter and glass is between the employee and the resident.  With the HUD waiver notice we will probably be able to almost eliminate the in person process since we can give them more time to mail items than we could before.

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?  We are leasing our public housing units with as little contact as possible.  When we show the unit, we unlock the door, step back and let them look at it on their own.  After they come out, we lock the unit.  For the paperwork we sometimes do it at the counter and sometimes bring them in.  Depends on the needs of the new move in.  Luckily we have very little turnover and our occupancy is super high (over 99% most of the time) so we just don’t have very many new leases.  People just aren’t moving.

1. How are you doing your interviews right now, if any?

 Not having interviews. Talking to tenants over the phone and if necessary will talk to tenants at the door, but we are not allowing anyone in the office.

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?

 Only have one unit available and are trying to lease it, but we have not thought about how we will sign the lease when rented.

1.  How are you doing your interviews right now, if any?  By telephone for renewals only

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?

 We are only sending out letters for the PBV/RAD Section 8 we are waiting until after the pandemic is over.

1.  How are you doing your interviews right now, if any? We are interviewing

      one or two persons at a time and by appointment only since we are working with
      skeleton  crew.
2.  Are you currently leasing units in either HCV or Public Housing or
 are you waiting until the pandemic is over? We are trying to lease on both programs but very limited because we don't have a full crew.

1.      Through the security window in our front office.

2.      We are currently leasing Public Housing units. We are not allowing people to bring their children or other people with them into our office while they sign their lease.

Phone only

Yes, to local applicants only.  As of now we are not processing out of state applications.

Currently, our office is closed to the public. We are unable to lease apartments or have tenants sign documents for recertification since we cannot observe social distancing of 6 feet. We are planning on setting up a laptop in our lobby with wireless capability and a guest-tenant email address. We will use Docusign to send an invite to the lobby email, which will allow tenants to review and sign documents with esignature. The completed signed documents will return to our email and we will make a copy for the tenant to pass under our glass while the tenant remains 6 feet away. Until we get this process up and running, we do not allow the public into the office.

Phone

Leasing both.

Applications by appointment only.  Move-ins by appointment only.

We have put leasing up new units and application interviews on hold during the pandemic.  Having said that, I am reading through the PIH Notice and will make a decision regarding lease up and may decide to fill my vacant units utilizing other means (ie. zoom video conference).  Still debating.

No interviews done in person all phone.

Yes, we are leasing units as we already had the new residents in the works before the shut down. They were just waiting for the units.

No interviews at this time.
No leasing until the pandemic is over .

1.  How are you doing your interviews right now, if any?  None

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over? Waiting.  I did rent to one because she was next in line to receive a unit and she had lived here before and knew the rules otherwise I wouldn't have done it.

1.  How are you doing your interviews right now, if any? Not conducting interviews at this time.

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over? Not in HCV, but in Public Housing we are if we can process the applications and documents without face-to-face contact.

1.  How are you doing your interviews right now, if any? We are not doing any interviews.

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over? No

1. I have not done any interviews since pandemic has started. I will be scheduling some phone interviews for PHA later this month. We hope to have a few vacant units leased by in May.

 2. I leased up two units on HCV at the beginning of April and will schedule inspections later. I still have vouchers out on the street. I am hoping to get a few leased up by May 1st. We will conduct inspection if unit is empty. I have not seen any new applicants this month.

1.  How are you doing your interviews right now, if any?

 We are handling re-certifications and all necessary communication with residents by phone and/or mail.

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?

 We are not leasing units right now. Its a lot of information to give over the phone and you need in time signatures. We are doing some extra maintenance to our vacant unit instead.

So far we have been able to do all communication by phone, email or our drop box at office.

We are still doing move-ins. Have used DocuSign for anything that needs to be done.

1. With mask and hand sanitizer.

2. Currently leasing.

1. Re-certifications are being done via phone or mail. We have a drop box for tenants to leave documents or slide under door.
2. We have no vacancies at the present time.

We are not doing interviews right now and

We are not currently leasing any units.

Conducting interviews as follows:

Annuals- by mail, phone and email

New Admissions – in person practicing social distancing; staff using face mask(s)/gloves

-     Not currently issuing new vouchers

Port-Ins – same as New Admissions

-     Requiring those coming from states with quarantine orders to provide documentation of required isolation period.

Terminations- postponed until Pandemic is over; still sending notices

1.  How are you doing your interviews right now, if any?   Currently we are doing everything over phone line drop off documentation

      at door. Sometimes we do curbside service with protection.

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?

        Praise God we have been leased up had one move in Public Housing.

No interviews or leasing units right now until all this is over.

Taking applications, getting background information, and letting them know they are on the waiting list until whenever.

Not moving anyone in until pandemic is over .Several notices have been sent and are posted on office doors.

All tenant correspondence is done by mail, email or text.

Maintenance staff are only doing emergency work orders that have to be approved by director. All safety precautions are required.

1. Interviews by phone, after background checks.

2. Yes

We have had only one unit to lease since February, 2020 and the interview and lease signing was done in our Community Room with only myself and the resident present (masks, gloves, sanitizer included).

No other interviews, etc. are ready for review at this time.

We are not doing interviews or leasing until the pandemic is over.

1.  How are you doing your interviews right now, if any? None at this time

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over? Waiting till it over

1.  No interviews.

2.  Waiting on things to calm down before renting

We do not have any units available for lease right now.

We are doing phone interviews for applicants.

 First one is today – move in briefing since March 18th. Doing it in person with gloves and masks in the front lobby not in anyone’s office. (ED is doing it)

 We only had the one vacancies in PH – doing the move in today. We are doing HCV move in inspections because the units are vacant. We will be offering more vouchers next week.

1.  How are you doing your interviews right now, if any?  No

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?  We only have one unit that is in make ready and we are going to lease it May 1st.  Small housing authority so have not really had any issues on this.

1.        We are not doing inspections right now.

2.       We are waiting for the pandemic to end before putting our staff at risk.

Yes, via email and phone. New residents only sign lease now (at a distance) and, when things get back to normal, they will be scheduled to finalize move-in.

Yes, leasing now.

1.      I am taking applications and doing preliminary interviews over the phone.

2.      I am not leasing units until our County Judge has removed his restrictions within our County. I would, literally, be ran out of town if I housed someone and they tested positive for Coronavirus.

 I would like to mention that I have had an abundance of application requests from metro areas all over the country… That hasn’t happened before.

Here in Victoria, we are attempting to do phone interviews for the most part with follow up by emails, documents put in our rent slot, etc.  We are moving people in to Public Housing by meeting them at the apartment and bringing the lease documents with us there – more open area and keeping extra people out of our office.  Our HCV program has a waiting list right now.

we are seeing by appointment only, and no children allowed. We are still conducting orientation and issuing vouchers also by appointment only. We are following the same procedures for Public Housing. We wear masks and gloves, and there is a window that separates us and the clients. We keep our doors locked as well.

Re-certifications and new move-ins are being conducted here a Childress Housing Authority…. Applicants / Residents enter into the community room door, all of their paperwork is on the table along with hand sanitizer two pens and a phone that we call using messenger that way we can video chat with then and go over the paperwork and answer any questions they may have. Once everything is signed they place the paperwork at the opposite end of the table at which time we pick up the paperwork with gloves make copies put their copy in an envelope and place back on the table then they pick it up and leave.   Staff wears mask and gloves and are never within 6 feet of the Applicant/Resident.  Best we can currently do with the way our offices are set up.

the AHA is continuing with the lease up process for HCV. We are not conducting interviews, our software allows us to do the process online. Once eligibility is determined, applicants receive the briefing packet and video which must be completed in five days. The voucher, rent estimate worksheet, and RTA are sent via email and a teleconference is held to explain the documents.

1.  How are you doing your interviews right now, if any?  We are doing interviews by telephone and email.

2.  Are you currently leasing units in either HCV or Public Housing or are you waiting until the pandemic is over?  We had a three units open up.  Two applicants were living with family and wanted to move in.   Another applicant is staying with her mother in Florida and with the Louisiana state line being patrolled and then having to quarantine upon arrival, they are waiting.  We are holding the unit for her until she is ready to come back to Texas.

We are not conducting in-person interviews right now. We are currently formulating and implementing safety measures to address this matter properly. The end of the pandemic I fear is not within sight so we will do our due diligence to work through this challenge.

We have accepted applications in our drop box and also via email.  Follow up interviews via phone.  We have not housed anyone new, however, we are transferring current tenants.

1. Yes We are conducting interviews all on the phone we contact the applicant schedule an interview and get as much of the process done as we can.

2. Move ins are currently not happening  ….. We plan to start move ins back up next week we made a shield out of Plexiglas to keep the everyone separate staff will wear gloves and a mask and there will only be one person allowed in to complete the process.  We have a separate room that has an entrance from the outside so will keep separate from the regular work space. And will occur on two designated days with sanitation before and after each move in.

No, I am not. Have folks waiting, but not sure I want to risk that as of yet.