

COVID-19 FAQs for Public Housing Agencies



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1.0 Key Resources

- [Proclamation on Declaring a National Emergency Concerning the Novel Coronavirus Disease of 2019 \(COVID-19\) Outbreak](#)
- [HUD COVID-19 \("Coronavirus"\) Information and Resources](#)
- [Centers for Disease Control and Prevention \(CDC\) Coronavirus \(COVID-19\)](#)
 - [Use of Cloth Face Coverings](#)
 - [How to Make Cloth Face Coverings](#)
 - [Guidance on Cleaning and Disinfection for Community Facilities](#)
 - [CDC and EPA Guidance for Cleaning and Disinfecting](#)
 - [Fact Sheet on Facilities: Everyday Steps, Steps When Someone is Sick, and Considerations for Employers](#)
 - [Resources for Stress and Coping](#)
 - [COVID-19-Related Phone Scams and Phishing Attacks](#)
 - [People with Disabilities](#)
 - [Guidance for Direct Service Providers](#)
 - [Guidance for Group Homes for Individuals with Disabilities](#)
 - [Guidance for Direct Service Providers, Caregivers, Parents, and People with Developmental and Behavioral Disorders](#)
 - [People with Developmental and Behavioral Disorders](#)
- [Disaster Distress Helpline](#) – Substance Abuse and Mental Health Services (SAMHSA)
- [Families First Coronavirus Response Act](#)
- [Coronavirus Aid, Relief, and Economic Security \(CARES\) Act](#)
- [EPA Guidance on HVAC Systems Use and COVID-19](#)
 - [Guidance for Building and Maintenance Professionals](#)
- [PIH Notice 2020-13 COVID-19 Statutory and Regulatory Waivers REV-1](#) (July 2, 2020), updates and supersedes PIH Notice 2020-05.
 - [Attachment 1](#) – Summary of PH and HCV Waivers and Alternative Requirements
 - [Attachment 2](#) – Appendix 1

The Coronavirus Aid, Relief, and Economic Security (CARES) Act, signed by the President on March 27, 2020, provides new flexibilities and waiver authority for HUD to help Public Housing Agencies (PHAs) respond to the COVID-19 pandemic. Answers to some of the questions in this FAQ will change as HUD develops more detailed guidance.

This version includes new questions and updates to answers originally posted on March 13, 2020, March 30, 2020, April 22, 2020 and May 29, 2020. Questions that are updated indicate the date of update. Question numbers may have changed from prior versions.

2.0 Emergency Preparedness (EP)

EP1. Whom can I contact with questions about emergency preparedness efforts for Public and Indian Housing (PIH)?

A. PIH has established a dedicated email address for questions from PHAs at PIH-COVID@hud.gov.

EP2. How should my PHA prepare for possible COVID-19 virus infections among our assisted families?

A. HUD recommends PHAs consider strategies to limit the spread of COVID-19 and the potential impacts that may occur if a resident contracts COVID-19 virus. PHAs should follow their state or local quarantine directives. This information could be addressed in a pandemic emergency or continuing operations plan.

Some topics to consider in your plan include:

- Staff Management and Communication
 - Reviewing personnel policies and labor agreements
 - Determining essential and non-essential positions as well as remote work options
 - Communication with union(s)
 - Providing access to health care providers, Emergency Medical Services, and/or police
 - Guidance from CDC and Occupational Safety and Health Administration (OSHA) on worker protection and personal protective equipment (PPE)
- Resident Communication
 - Managing short- and long-term quarantines in a unit or a property
 - Working with resident groups
 - Providing access to health care providers and/or police if requested
 - Guidance from CDC and state, local health departments
 - Residents who are older adults, people with disabilities, limited-English proficiency (LEP) and those with chronic conditions, and any reasonable accommodations that may be requested
 - Encouraging residents to self-report illness or quarantines
 - Continued operations of supportive services programs, especially for older adults and people with disabilities while closed and/or teleworking
- Resident Safety and Security
 - Policies, procedures, and other measures to protect vulnerable populations, including victims of domestic violence;
 - Identifying local service providers (e.g., private grocery delivery)
 - Residents who are older adults, people with disabilities, limited-English proficiency (LEP) and those with chronic conditions, and any reasonable accommodations
 - Internet connectivity
- Modifying Regular Processes
 - Unit inspections
 - Rent Collection
 - Recertifications
 - Unit maintenance (if not performed by the owner)
 - Hardship policies
 - Public meetings
- Additional Considerations for PHA Boards of Commissioners
 - State, local, or tribal laws about public meetings
 - Changes to standard communication methods

- Procurement policies and approvals
- New [waivers](#) available for PHA policies (e.g., Admissions and Continued Occupancy Policy (ACOP) and Housing Choice Voucher (HCV) Administrative Plan)

EP3. What types of jobs at the PHA are considered essential?

A. As part of emergency planning, all PHAs should review employees and their roles, and consider which functions are essential in case of state-mandated closures or a local shelter in place requirement. Your personnel policy or labor agreements may already do this. There is no HUD guidance on which employees should be considered essential by the PHA, but the Department of Homeland Security (DHS) has included the following as “[critical infrastructure workers during the COVID-19 response](#)” for Residential/Shelter Facilities (excerpted for those relevant to PIH programs):

- Workers providing dependent care services, particularly those whose services ensure essential workers can continue to work.
- Workers who support food, shelter, and social services, and other necessities of life for needy groups and individuals, including in-need populations, and COVID-19 responders including travelling medical staff.
- Workers responsible for the leasing of residential properties to provide individuals and families with ready access to available housing.
- Workers responsible for handling property management, maintenance, and related service calls who can coordinate the response to emergency “at-home” situations requiring immediate attention, as well as facilitate the reception of deliveries, mail, and other necessary services.
- Workers performing housing and commercial construction related activities, including those supporting government functions related to the building and development process, such as inspections, permitting, and plan review services that can be modified to protect the public health, but fundamentally should continue and enable the continuity of the construction industry (e.g., allow qualified private third-party inspections in case of federal government shutdown).
- Workers performing services in support of the elderly and disabled populations who coordinate a variety of services, including health care appointments and activities of daily living.
- Workers responsible for the movement of household goods.

PHAs should also consult state guidance for additional restrictions. Generally, HUD encourages PHAs to do what is necessary to ensure the safety of the residents and security of the property and encourages remote work whenever possible.

EP4. Can I pay my maintenance employees extra hazard pay during the pandemic, since they may be at an increased risk of exposure to COVID-19 when entering units?

A. Hazard pay during a pandemic is allowable if the PHA complies with the specific requirements of 2 CFR 200.430 (Compensation-personal services), including the requirement that total compensation be reasonable for the services rendered. Compensation for employees engaged in work on Federal awards will be considered reasonable if it is consistent with the pay for similar work in other activities of the federal grantee. For example, if a PHA is

providing hazard pay for similar work in unassisted properties, or through market research determines that workers in unassisted properties performing similar work are receiving increased pay for their exposure to potential hazards, then hazard pay at a similar rate would be considered reasonable.

EP5. If my PHA is asked to do specialized cleaning of a unit or building, what guidance should I follow?

A. The following websites provide useful information for PHAs regarding specialized cleaning of units, as well as general helpful information:

- CDC's main website: www.cdc.gov/coronavirus/2019-ncov;
- CDC's guidance on cleaning for community areas: [Interim Recommendations for US Community Facilities with Suspected/Confirmed Coronavirus Disease 2019](#);
- CDC's guidance for household cleaning: [Interim Recommendations for US Households with Suspected/Confirmed Coronavirus Disease 2019](#);
- CDC's guidance covers recommended disinfectants and PPE. Additional information on disinfectants is also available at www.epa.gov/coronavirus;
- Guidance for workers and PPE is also at www.osha.gov/SLTC/covid-19; and
- Your local or state health department may have additional guidance.

EP6. What are HUD's procurement policies for PHAs to meet response needs during this time (e.g., specialized cleaning)?

A. Office of Management and Budget's (OMB) regulations 2 CFR § 200.317 to 2 CFR § 200.326 (Procurement Standards) are the policies PHAs must follow. Section 200.320(f) permits a PHA to procure from a single source through noncompetitive proposals when one or more of the following circumstances apply: (1) An item is available only from a single source; (2) A public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation; (3) HUD expressly authorizes noncompetitive proposals in response to a written request from a PHA; or (4) Competition is determined inadequate after solicitation of a number of sources. PHAs must maintain in their files, however, a rationale of the single source proposal and cost analysis (i.e., proposed cost data, cost projections, evaluation of specific elements of cost and profits). Labor costs are based on the going market rate at the time. Conflict of interest requirements continue to apply in this situation.

3.0 Eviction Moratorium (EM)

The following FAQs provide guidance on Section 4024 of the CARES Act. Section 4024 of the CARES Act imposes a temporary moratorium on evictions, as well as a moratorium on fees and penalties related to nonpayment of rent. The eviction moratorium is in effect for a 120-day period beginning on March 27, 2020, the date the CARES Act was enacted. The temporary eviction moratorium applies to the Public Housing Program, the Section 8 HCV and Project-Based Vouchers (PBV) Programs, and the Section 8 Moderate Rehabilitation (Mod Rehab) Programs administered by the Office of Public and Indian Housing.

EM1. Does the ban on evictions apply to all tenants or only those tenants whose employment has been affected by COVID-19 and what happens when the moratorium expires? (Updated 7-16-20)

A. The temporary moratorium on: (1) evictions for nonpayment of rent and (2) fees and penalties related to nonpayment of rent, applies to all tenants, regardless of whether employment was affected by COVID-19. HUD encourages PHAs to alert residents that any rent missed during the moratorium will accumulate and still be due at the end of the 120 days. In April 2020, HUD provided PHAs with a flyer to provide to tenants that the eviction moratorium was in place, and in July 2020, HUD provided PHAs with a tenant brochure in the “[Eviction Prevention and Stability Toolkit](#)” that notifies residents that the end of the eviction moratorium is approaching and provides information to prevent an eviction. For any unpaid rent after the moratorium has ended, the household has the option to repay unpaid rent in a lump sum to avoid eviction. If the household is unable to pay a lump sum, the PHA or owner is strongly encouraged to set up a repayment agreement with reasonable payments spread over time. See FAQs EM17 and EM18 for information on how a PHA or owner can prevent evictions of families that have fallen behind on rent.

EM2. With the eviction moratorium, should we still send late notices to residents? Or wait until the 120-day moratorium is over?

A. A PHA/owner may send a reminder notice of the late rent. However, the reminder notice must not include fees/charges for the nonpayment of rent, and the reminder notice cannot be a notice to vacate. After the moratorium expires, the PHA can proceed with their standard process. Residents cannot be required to vacate for at least 30 days after the end of the moratorium, and the PHA cannot issue a notice to vacate until at least July 25, 2020 (expiration of the moratorium). Residents retain their rights for due process and grievance proceedings under 24 CFR 966 Subpart B and 24 CFR 982.555.

EM3. Can a PHA or owner evict for drug abuse and other criminal activity? How about for other lease or program violations, like failure to report income or severe damage to the unit?

A. Yes. The eviction moratorium found in Section 4024(b) of the CARES Act only applies to evictions related to nonpayment of rent or nonpayment of other charges to the tenant related to nonpayment of rent. The moratorium also prohibits the charging of other fees, penalties, or other charges due to the nonpayment of rent. Therefore, the PHA/owner can still undertake an eviction/termination of assistance action against a tenant for drug abuse and/or other criminal activity, as those are unrelated to nonpayment of rent. The same is true for other lease violations, although HUD encourages PHAs to consider delaying the initiation or completion of evictions for non-drug or non-crime related reasons until after state or local emergencies are over.

EM4. “Abandonment” of a unit is generally distinguished from “absence” from the unit by tenant’s failure to pay rent and failure to acknowledge or respond to notices from the PHA/owner regarding overdue rent. If the family abandons their unit and does not pay rent, does the PHA/owner have to wait to evict?

A. The term “abandonment” requires a fact-specific determination to be made as to the reasons behind the family not being in the unit. A family could have decided to quarantine with other family members, could be hospitalized, or could be prevented from returning to the unit due to an emergency declaration by the state. The PHA must take additional steps to ensure that the unit is in fact “abandoned” by the family before an eviction/termination of assistance action is taken against the household.

EM5. One of my assisted tenants was behind on rent payments prior to the CARES Act. Can I still proceed with termination and eviction?

A. If the eviction proceeding was initiated and filed with the court before March 27, 2020, the proceeding would not be covered under the CARES Act and the eviction action can continue. However, HUD encourages PHAs to consider delaying the completion of evictions for non-drug or non-crime related reasons until after state or local emergencies are over. If an eviction proceeding was not initiated and filed with the court before March 27, 2020 for a household who was behind on rent, then the household is covered under the CARES Act and the PHA/owner cannot initiate a new eviction proceeding until after the moratorium. However, PHAs should review their state and local laws, as many state and local jurisdictions are also enacting their own moratorium on evictions.

EM6. My tenant was late on rent prior to March 27, 2020 and was charged a late fee in January 2020 and February 2020. Can I collect fees for nonpayment of rent that were charged prior to the moratorium?

A. Yes, fees that were charged for nonpayment of rent prior to March 27, 2020 may be collected during the moratorium. However, a PHA cannot charge new fees for nonpayment of rent from March 27, 2020 – July 24, 2020; a PHA cannot assess interest on late fees charged in January 2020 and February 2020.

EM7. During the moratorium, can fees for late payments accumulate and be charged after the moratorium?

A. No. Per Section 4024(b)(2) of the CARES Act, fees in relation to nonpayment of rent cannot be charged. Therefore, fees cannot accrue. There should be no charges/fees, or accrual of charges/fees, for rent due the first of the month in the months of April, May, June and July of 2020.

EM8. Can a PHA or owner charge fees for unpaid utilities during the moratorium?

A. Per Section 4024(b)(2) of the CARES Act, fees in relation to nonpayment of rent cannot be charged. Therefore, if utilities are included in the lease agreement as part of rent, then fees for unpaid utilities cannot be charged and cannot accrue during the moratorium. Fees that have no relation to rent may be charged during the moratorium.

EM9. I initiated an eviction prior to the moratorium. Can I continue?

A. Yes, if you filed with the court of jurisdiction prior to March 27, 2020, you can continue the action if the court is operating, subject to any state or local eviction moratorium requirements.

EM10. Our courthouse is closed and there are no hearing evictions at this time. If a tenant participates in a criminal activity and the owners desire to evict, should we continue assistance?

A. PHAs can proceed with standard notifications, hearings, and program terminations for matters unrelated to nonpayment of rent. If the resident does not vacate voluntarily, the final eviction would be delayed until the court of jurisdiction reopens.

EM11. If there is a conflict between the requirements in the eviction moratorium and the requirements in a state or local law, does the state law or local law prevail?

A. This answer would depend on the language in the state or local law. For example, if the state has prohibited **all** evictions, then that more stringent requirement would apply to the PHA and HCV landlords in that state. If the state has ordered an eviction ban, there may also be a limit on court enforcement of evictions.

EM12. Can the PHA terminate a voucher participant family's assistance if they do not pay their portion of the rent during the eviction moratorium (March 27, 2020 – July 24, 2020)?

A. Normally, the PHA could terminate a family's voucher assistance if the family owes their landlord rent. However, during the eviction moratorium, PHAs shall not terminate assistance for nonpayment of rent. It is important for voucher program participants to report changes in income to the PHA so their rent portion can be adjusted based on their current income. This will help families keep up with their rent and avoid facing eviction and/or losing assistance after the eviction moratorium ends on July 24, 2020.

EM13. If a market rate property has an HCV holder in one unit, does Section 4024 of the CARES Act extend to the entire property or only the voucher holder?

A. If the market rate property has a federally-backed mortgage, then Section 4024 of the CARES Act applies to the entire property. If the market rate property does not have a federally-backed mortgage, then Section 4024 of the CARES Act only applies to the voucher holder. HUD does not have the authority to extend jurisdiction over unassisted tenants or the property that does not have a federally-backed mortgage. However, owners should review their state and local laws, as many state and local jurisdictions are also enacting their own moratorium on evictions.

EM14. How does the ban on evictions apply to mixed-finance public housing properties owned by third parties, which may also include Low Income Housing Tax Credit (LIHTC) units and/or may be covered by Federal Housing Administration (FHA) mortgage insurance?

A: All mixed-finance public housing properties owned by third parties are covered under Section 4024 of the CARES Act, as are properties with LIHTC-financed units, and properties with FHA mortgage insurance. Private owners of mixed-finance projects must comply with the CARES

Act eviction moratorium provisions, which prohibit evictions, fees, and penalties related to non-payment of rent during the moratorium period. Please note that pursuant to EM3, tenants may still be evicted for other lease violations/causes unrelated to nonpayment of rent.

EM15. Does the eviction moratorium apply to tenants in LIHTC properties?

A. Yes, the temporary eviction moratorium applies to tenants in LIHTC properties.

EM16. Regarding non-payment of rent by public housing residents, is there any guidance on repayment agreements for PHAs? This could be (in terms of the length of repayment terms, monthly caps on the repayment amount, etc.)? Or, is it left to the PHA’s discretion to develop its terms for repayment? (Updated 7-16-20)

A. For any unpaid rent after the moratorium has ended, the family can repay unpaid rent in a lump sum to avoid eviction. The PHA could also set up a repayment agreement, but that is at the discretion of the PHA. Currently, if the amount owed is not repaid either in a lump sum or is not in a repayment agreement after July 24, 2020, then the PHA would determine if there is a serious lease violation. If the PHA finds a serious lease violation, the PHA is authorized to terminate assistance and proceed with a legal eviction. See 24 CFR 966.4(1)(2). If the PHA decides to execute a repayment agreement with the household, see the repayment agreement guidance listed in Section 16 of Notice PIH 2018-18.

On July 1, 2020, the Department provided PHAs with an “[Eviction Prevention and Stability Toolkit](#),” which was built by innovative practices that many housing authorities are already taking and includes several specific PHA examples and best practices. We encourage PHAs to review the toolkit, as it includes relevant HUD guidance on repayment agreements, interim reexamination policies, hardship exemptions, example repayment agreements and a ready-to-use tenant flyer and an HCV landlord flyer.

EM17. After the moratorium expires, what can the PHA do to prevent evictions of public housing families that have fallen behind on rent? (New)

For any unpaid rent during the moratorium, the family has the option to repay the PHA or owner the amount of unpaid rent due or sign a repayment agreement to pay any amount owed after the moratorium has ended. If the amount owed by the public housing resident is not repaid, the PHA is authorized to terminate the family's assistance and proceed with a legal action to evict. See FAQ question EM16, 24 CFR 966.4(1)(2) and Section 16 of Notice PIH 2018-18. However, HUD strongly encourages PHAs enter into repayment agreements so that families may continue to be housed after the eviction moratorium expires, and the family can come back into compliance with the terms of their tenancy. PHAs should also review their state and local laws, as many state and local jurisdictions are also enacting their own moratorium on evictions that may last longer than the 120-day period of the CARES Act.

On July 1, 2020, the Department provided PHAs with an “[Eviction Prevention and Stability Toolkit](#),” which was built by innovative practices that many housing authorities are already taking and includes several specific PHA examples and best practices. We encourage PHAs to review the toolkit, as it includes relevant HUD guidance on repayment agreements, interim

reevaluation policies, hardship exemptions, example repayment agreements and a ready-to-use tenant flyer and an HCV landlord flyer.

EM18. After the moratorium expires, what can the PHA do to prevent evictions of HCV families that have fallen behind in rent? (New)

A. In an effort to prevent evictions for non-payment of rent, the PHA could: (1) process a retroactive interim reevaluation if the family had a decrease in income (see FAQ OC14 for additional information on retroactive interims), (2) encourage an owner to enter into a repayment agreement for the unpaid rent, and/or (3) use CARES Act Administrative fees to offer a retention incentive to owners who, as an alternative to filing the eviction, are willing to work with the family and/or PHA (for example, entering into a repayment agreement with the family, providing time for the PHA to update its interim reevaluation policy or retroactive interim reevaluations, etc.). HUD strongly encourages owners enter into repayment agreements so that families may continue to be housed after the eviction moratorium expires, and the family can come back into compliance with the terms of their tenancy.

On July 1, 2020, the Department provided PHAs with an “[Eviction Prevention and Stability Toolkit](#),” which was built by innovative practices that many housing authorities are already taking and includes several specific PHA examples and best practices. We encourage PHAs to review the toolkit, as it includes relevant HUD guidance on repayment agreements, interim reevaluation policies, hardship exemptions, example repayment agreements and a ready-to-use tenant flyer and an HCV landlord flyer.

EM19. What should a Section 8 Housing Choice Voucher holder do if he/she believes they are being wrongfully evicted by their landlord during the moratorium?

A. If a landlord issues a Housing Choice Voucher holder an eviction notice for nonpayment of rent during the moratorium, he or she should reach out to a local legal aid organization and/or the PHA as soon as possible. The tenant or their representative should inform the landlord that the eviction is against the law if it is based on nonpayment of rent between March 27, 2020 to July 24, 2020 and that no fees and penalties related to nonpayment of rent for that period can be charged. Payment of rent after the eviction moratorium ends is addressed in EM1. PHAs should remind participating HCV landlords of the legal restrictions on evictions for nonpayment of rent.

EM20. After the moratorium expires, when can a notice to vacate be issued for non-payment of rent and what would be the earliest vacate date in the notice?

A. Section 4024(c) of the CARES Act indicates that PHAs/owners cannot require a tenant to vacate until 30 days after the expiration of the eviction moratorium. Therefore, the earliest date that a notice to vacate could be provided is July 25, 2020 with a vacate date of August 24, 2020. However, July 25, 2020 is a Saturday, so the PHA/owner should follow their state and local laws, as some state or local jurisdictions may prohibit a notice to vacate from being served on a weekend.

EM21. Do PHAs have to distribute the [eviction flyer](#)?

A. PHAs should notify their tenants that the eviction moratorium is in place. In an effort to assist with tenant notification, HUD provided PHAs with an eviction moratorium flyer to help address tenant concerns regarding rent and the moratorium. Distribution of the flyer can be through various methods at the discretion of the PHA--for example, e-mail, mail, or posting on unit doors. If practicable, PHAs could also post in public areas of the apartment building (lobby, laundry, meeting rooms), post on the PHA webpage, and/or include in neighborhood community flyers.

EM22. Where do we get the tenant flyer on the eviction moratorium?

A. The [flyer](#) is available on HUD's [COVID-19 Resources](#) page. The flyer is available in 20 languages other than English [here](#).

EM23. Will the Eviction Moratorium be extended past July 24, 2020? (New)

A. The CARES Act established the end date for the eviction moratorium. Congress, as of the date of publication of these FAQs, has not extended the moratorium. PHAs should continue to plan for this end date and communicate that to the residents.

EM24. For the HCV or Public Housing Program, can PHAs use CARES Act funds to pay a tenants' rent to owners or offer debt forgiveness to prevent families from being evicted for non-payment after the moratorium expires? (New)

A. PHAs are not permitted to directly pay tenant's rent or to offer debt forgiveness programs with CARES Act funds, public housing Operating or Capital Funds or HCV funds. However, PHAs are encouraged to work with their localities to link families with local partners and agencies that may be able to help household access resources. For example, eviction prevention resources, agencies with expertise in employment and unemployment, nonfederal emergency assistance programs, utility companies, and/or internet companies. For the HCV program, PHAs are allowed to provide Owners with Retention Fees or other incentive fees that may assist in retaining a tenant who may, for example, need to enter into a repayment agreement for unpaid rent, see questions EM18 and EU46.

The following FAQ is specific to the foreclosure moratorium in Section 4022 of the CARES Act. Section 4022 of the CARES Act grants forbearance rights and protections against foreclosure to borrowers with a "federally-backed mortgage loan." This section would apply to the HCV homeownership and PH homeowner programs to the extent that the family has a federally-backed mortgage.

EM25. Does the forbearance and foreclosure language in Section 4022 of the CARES Act apply to the HCV Homeownership and PH homeownership programs?

A. The foreclosure moratorium in Section 4022 of the CARES Act only applies to a borrower with a federally-backed mortgage loan and is until June 30th, 2020. This section would only

apply to the HCV and Public Housing homeownership programs to the extent that the family has a federally backed mortgage (as defined in Section 4022(a)(2)). The FHA Single Family COVID-19 Q&A for mortgagees and other interested parties in FHA has been updated and is available on the [Single Family main page](#) on hud.gov.

4.0 Operational Concerns (OC)

4.1 General

OC1. Our PHA determined that given the extent of the outbreak in our area and the impact on our staff, we may have significant disruptions in regular services, including annual recertifications, submission of PHA Plans, and other required documents. Should I submit a waiver request? (Updated 7-16-20)

A. On March 27, 2020, the President signed the CARES Act, which provided new waiver authority described in [PIH Notice 2020-13, REV 1](#). With this flexibility, HUD strongly encourages PHAs to continue using available funding to house families, keep families in their homes, and conduct critical operations that can be done remotely and safely. Some critical functions for PHAs include, issuing vouchers so families can find housing, processing Requests for Tenancy Approvals (RFTAs) so families can be approved to move into a unit, processing requests for portability moves, ensuring occupancy of Public Housing units, processing minimum rent hardship exemptions, and completing reexaminations for participants who have experienced a decrease in income.

Through [PIH Notice 2020-13, REV-1](#), the waivers and alternative requirements were effective immediately for those PHAs that elected to adopt them during the period of availability. There is no need to submit individual waiver requests to adopt the provisions included in PIH Notice 2020-13; however, PHAs are required to keep written documentation that record which waivers the PHA applied to their programs(s) and the effective dates.

OC2. How should staff who regularly interact with residents and their homes perform their regular duties if there is a quarantine? Activities may include in-person rent collection and income certification.

A. PHAs should follow the guidance of their local and state health departments. PHAs should also plan now for alternative procedures for these processes, as they may become restricted during a quarantine or emergency orders. Options may include electronic transmission of funds, online teleconference calls, U.S. mail or secure collection boxes for payments. As part of planning, follow CDC guidance relative to the option selected. For more information, see CDC's guidance on personal protective equipment (PPE) and cleaning. As a reminder, HUD does not mandate in-person meetings for income certification or recertifications.

OC3. My PHA has limited staff in the office and it has been challenging to continue operations. What functions are critical? (Updated 7-16-20)

A. As described in [PIH Notice 2020-13, REV-1](#), some critical functions may include but are not limited to issuing vouchers so families can find housing, processing Requests for Tenancy