

# HABC RESPONDS: Non-ACC/Market Rate

## COVID-19 ANSWERS TO YOUR FREQUENTLY ASKED QUESTIONS (FAQ)

Learn more about COVID-19 at [www.coronavirus.baltimorecity.gov](http://www.coronavirus.baltimorecity.gov)

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The Housing Authority of Baltimore City (HABC) continues to closely monitor developments related to the novel coronavirus (COVID-19) pandemic. The safety of our residents and employees remains of utmost importance to us. Below are answers to some of our most frequently asked questions about **Non-ACC (Annual Contributions Contracts)/Market Rate**.

### **1. What housing/utility-related assistance can your organization provide?**

For Non-ACC/Market Rate, private management will apply for the Maryland Department of Housing & Community Development (DHCD) Assisted Housing Relief Program. The Assisted Housing Relief Program was created to assist families experiencing a COVID-19-related financial hardship that negatively impacts their ability to maintain their rental housing payment. The Program's assistance will be provided directly to the assisted property - providing relief for tenants at home and for landlords experiencing revenue losses that challenges the sustainability of the housing operation.

### **2. What are the main eligibility criteria?**

Eligibility is based on the household experiencing a Covid-19 related financial hardship between the period beginning April 1st and ending July 31, 2020.

### **3. How can residents apply for assistance?**

Residents need to contact the Management Office of their development either by phone, email, or personal visit by appointment.

### **4. How much funding do you have for this program?**

The deadline to apply was August 31st. Provided funds were not exhausted sooner.

### **5. What outreach/education efforts have you made recently to connect with City residents and how have those outreach efforts navigated the digital divide?**

Private management has sent out flyers, multiple letters, posted signs all over the property. Management also has information on local resources which they can refer residents to for additional social services assistance. Private management has partnered with the City for multiple non-perishable as well as produce boxed food giveaways.

## **5. What are the main obstacles to residents obtaining assistance and how could those obstacles be addressed?**

Residents have been apprehensive about reaching out due to the COVID pandemic. HABC has taken multiple measures to ensure contactless encounters such as phone calls, the installation of drop boxes at each property, along with frequent mailers, active campaigns on our social media platforms and robotexts. Frequently sanitized work stations, hand sanitizer and PPE is worn at all times. In addition, residents seem to be confused with the State's moratorium on evictions. Many residents believe that because they cannot be evicted, they do not have to pay rent. We are encouraging residents to remain current with their rent because once the moratorium ends, the residents will need to bring their rental accounts current.