

HABC RESPONDS: RAD

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

Learn more about COVID-19 at 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 **Rental Assistance Demonstration (RAD)**.

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

For properties in the Rental Assistance Demonstration (RAD) program, the private management company (“private management”) is required to modify rent based upon the resident’s income. Private management has sent notifications to the residents encouraging them to report any loss of income or increased expenses so rent can be adjusted as may be appropriate.

2. What are the main eligibility criteria?

Eligibility is based on adjusted household income. Resident are only responsible to pay 30% of their adjusted income as rent. Loss of hours in employment or complete job loss will result in immediate reduction in rent even to the point of a zero rent amount.

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. 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 throughout the property. Additional outreach has been made to contact residents who are delinquent in rent to try to offer guidance on, and opportunities for repayment arrangements. ***These sites also have an Office of Resident Services which they can refer residents to for additional social services assistance.*** Private management has collaborated with the City and other agencies for multiple non-perishable as well as produce boxed food giveaways. HABC has provided face coverings to all residents at RAD sites that house residents that are more vulnerable to COVID-19.

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-19 pandemic. Private management has taken multiple measures to ensure contactless encounters, frequently sanitized work stations and use of hand sanitizer are practiced, and PPE is worn at all times. In addition, some residents have misunderstood the Federal and State moratoriums on evictions. Many residents believe that they cannot be evicted and so they do not have to pay rent. Some believe that rent is not due because of the pandemic. We are encouraging residents to remain current with their rent or enter into repayment agreements for install payments, because once the moratorium ends, the residents will need to bring their rental accounts current. Some residents may be affected by other aspects of the pandemic that have observed throughout the country due to changes in the way of life as a result of the pandemic.