

# HABC RESPONDS: LIPH

## 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 **Low Income Public Housing (LIPH)**.

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

For LIPH, The Housing Authority is required to modify rent based upon the resident's income. Multiple notifications have been sent to our families encouraging to report any change in income so rent can be adjusted if necessary.

### **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 or employment 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?**

HABC has sent out flyers, multiple letters, posted signs all over the property, set up drop boxes for information submission as well as included statements with rent notices on how to request a rent adjustment or request a repayment agreement plan. Additional outreach has been made to reach out to residents that are delinquent with rent to try to offer guidance on repayment. We also have an Office of Resident Services which we can refer residents to for additional social services assistance. HABC has partnered with the City for multiple non-perishable as well as produce boxed food giveaways. HABC has provided PPE to residents for their safety.

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

Resident have been apprehensive about reaching out due to the COVID pandemic. HABC has taken multiple measures to ensure contactless encounters, 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.