

Housing Authority of the City of Long Beach



IN CASE OF EMERGENCY:

**PLEASE CONTACT:
ALISON KING
(562)570-6153**

OR

alison.king@longbeach.gov

The following service modifications have been put in place to assist our customers as our offices are closed to the public. Please read carefully.

All requested documents and general correspondence can be screenshot using a smart phone and emailed to haclb@longbeach.gov, mailed to 521 E. 4th Street, Long Beach, CA 90802 or faxed to (562) 570-1052.

During business hours (Monday – Thursday 7:30 – 5pm and Friday 7:30 – 4pm) there is a mail drop off slot in the front door for in person delivery. Receipts will not be issued so please either take a screenshot or make a copy prior to drop off.

FOR ALL EMAILED CORRESPONDENCE:

IN THE SUBJECT LINE PLEASE WRITE:

FULL NAME OF THE HEAD OF HOUSEHOLD, LAST FOUR DIGITS OF THE SOCIAL SECURITY NUMBER AND PROGRAM – HCV/SECTION 8; HOPWA; VASH; SPC/COC; PORT

<u>INSPECTIONS</u>	All annual/biennial inspections have been suspended until further notice.
<u>RE-INSPECTIONS/ABATEMENTS</u>	Will be reviewed via videoconferencing/pictures and the certification of compliance by the landlord and the designated head of household member.
<u>INSPECTIONS INITIAL/NEW UNIT</u>	If the unit is vacant, inspectors may conduct the initial or if there is the availability of videoconferencing by the landlord/owner, it will be done remotely.
<u>INSPECTIONS SPECIAL/EMERGENCY</u>	Will be reviewed on a case by case basis and a determination of onsite inspection or remote inspection may occur.
<u>ANNUAL/INTERIM CERTIFICATIONS</u>	All certifications are being conducted by mail. With the exception of Project Based Vouchers, NED, HOPWA and CoC, there are no longer assigned housing specialists. Should you have the need to speak with a team member, you will be routed to a customer service specialists. For income increases, please report only. For income decreases, please request an interim packet and supply requested documentation as soon as possible so that an adjustment can be made to your rent portion.
<u>VOUCHER EXTENSIONS</u>	Extensions for vouchers expiring within the next 60 days will be automatically extended for additional 60 days from the date of expiration. Port-ins from another agency must contact the originating agency for an extension. Our agency does not have the ability to extend for the originating agency.
<u>BRIEFINGS/OWNER ORIENTATION</u>	All briefings will be conducted via videoconferencing or by phone. You will be provided with access information in advance.
<u>HEARINGS/DISCOVERY MEETINGS</u>	Will be conducted via videoconferencing and teleconferencing. Information will be provided in advance.
<u>HOUSING ASSISTANCE PAYMENTS (HAP)</u>	We do not anticipate any disruption to payments. April 1st and subsequent check runs are on target to pay owners. Please be advised that should there be an actual closure, we will forego our midmonth (15 th) check run but payments will be made on the first of each month.

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