

# Information for Families



## All Families

- Families receiving rental assistance from AHFC or living in an AHFC property may apply for a special hardship process to provide immediate rental relief to our families affected by income loss due to COVID-19.
  - Families already granted a Safety Net due to loss of income – AHFC will contact you by mail for a possible extension.
  - Families who have not previously reported an income loss – call your local AHFC office for a Safety Net application or go to <https://www.ahfc.us/blog/posts/apply-reduced-rent>.
- Please make sure that you read correspondence from AHFC and reply by any deadlines. Since AHFC offices are not open to the public, most business is currently conducted through the mail. You can still reach your local AHFC office by telephone.

## Families Living in AHFC-Owned Properties

- AHFC has suspended all annual unit inspections through December 2020.
  - Please continue to keep your unit in decent, safe, sanitary condition.
  - Please report work needed in your unit to your local maintenance office. Maintenance staff are prioritizing requests and will continue to address emergency conditions.
- For families that have fallen behind on rent payments, please note that the eviction moratorium ended on July 24. Once served a notice, you will have 30 days to either pay the balance due or arrange a payment agreement with AHFC.
- AHFC is using alternate methods to collect verification of family income due to business closures. Families will continue to comply with their income reporting requirements.
- For Public Housing residents, AHFC will resume collecting community service information for all re-certifications due April 1, 2021 and later.

## Families Participating in AHFC Voucher Programs

- AHFC has suspended all annual and biennial unit inspections through October 31, 2020.
  - Please continue to keep your unit in decent, safe, sanitary condition.
  - Please continue to report work needed in your unit to your landlord.
  - If your landlord is not responsive to your requests for repairs or if you feel you have an emergency condition, please contact your local AHFC office for assistance.
- For families that have fallen behind on rent payments, please note that the eviction moratorium ended on July 24. Once served a notice, you will have 30 days to either pay the balance due or arrange a payment agreement with your landlord.
- AHFC is using alternate methods to collect verification of family income due to business closures. Families will continue to comply with their income reporting requirements.
- AHFC has developed alternate methods of delivering briefing information to families so that you can shop. Please be sure to reply by the deadlines in AHFC documents.

