



May 1, 2020

Dear Partners:

Many of you may have questions during this very stressful time regarding the Housing Choice Voucher Program and the Public Housing Program and the use of HUD authorized waivers. The San Francisco Housing Authority (SFHA) wants to assure you that none of our participant's housing will be jeopardized due to the COVID-19 pandemic. Ensuring the health of our families, and community is our highest priority.

Please review the following Frequently Asked Questions (FAQ's)

(1) What if my income has changed and I can no longer pay the same amount of rent?

If anyone in your family has experienced a loss or decrease in income, submit an interim recertification to recalculate your family's income. All interim recertifications can be submitted through email at customer care@sfha.org or by mail or in person at 1815 Egbert Ave, San Francisco CA 94124 or fax 415-820-1586.

To contact Public Housing Staff, please call:

- Sunnydale: 415-715-2311
- Potrero: 415-715-2225 or 415-715-3835
- AMP: 415-715-2225 or 415-715-3835

Or email:

- Sunnydale@sfha.org
- Potrero@sfha.org
- Amp985@sfha.org

Or mail documents to:

Sunnydale: 1654 Sunnydale Ave San Francisco, California 94134

Potrero: 1095 Connecticut St. San Francisco, California 94107

Scattered Sites: 363 Noe St. San Francisco, California 94102

(2) What if my employer has not provided verification of my loss of income?

If your employer has not provided you with a verification of loss of income, the SFHA will accept the submitted interim document as certification of income loss.

(3) Who can I contact if I have questions?

If you have a question regarding COVID-19 or any other topic, you can contact SFHA by email at customer care@sfha.org or telephone at 415-715-5200.

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(4) Do I have to have an inspection if I move into a new unit?

During the COVID-19 pandemic SFHA will not require in-person inspections. SFHA is allowing owners to self-certify that the unit is free of any life threatening defects. The SFHA will inspect all units using owner self-certifications by Oct 31st, 2020.

(5) What if I have an annual inspection due?

The SFHA is currently not conducting annual inspections.

(6) If I am selected from the waiting list do I have to come in for a in person briefing?

SFHA is not requiring any applicant to come in for a in-person briefing. Applicants now can conduct briefings through webcast, video call, or an expanded information packet.