



March 16, 2020

## **Information for SHA Housing Choice Voucher participants: SHA office closures and public health directives**

While Seattle Housing Authority property management and customer service centers are closed due to the COVID-19 pandemic, SHA remains fully committed to serving SHA clients and stakeholders.

### **SHA Housing Choice Voucher Contact Information**

- You can contact your case manager or regular SHA contact at anytime. If you don't know who that is or how to reach them, you can call 206.239.1728 or email [HCV@seattlehousing.org](mailto:HCV@seattlehousing.org)

### **SHA Staffing, Submissions and Appointments**

- Anticipating an increase in the number of callers, the HCV call center staffing capacity has been increased to provide clients timely response on support they need.
- In most cases, case managers are able to respond to phone calls, voicemails, emails and website submissions within one business day.
- Clients are encouraged to submit required documents online when possible.
- There is a secure drop-box in the lobby at our main office at 190 Queen Anne Ave N, Seattle if clients need to drop off paperwork or payments. Building hours are 8 a.m. to 5 p.m.
- Clients who have scheduled appointments for New Issuance Orientation should plan to attend the appointment unless they receive an official cancellation from SHA staff.

### **Public Health Directives**

In an effort to reverse the spread of COVID-19, officials have directed that public gatherings, restaurants and other public venues be cancelled and closed. People are asked to avoid any unnecessary contact with others. To protect SHA clients, partners and staff, and the rest of our community, it is essential that everyone follow all directives and guidance from the following agencies:

**Public Health - Seattle & King County** (<https://www.kingcounty.gov/depts/health.aspx>)  
Phone: 206.477.3977

**WA State Department of Health** (<https://www.doh.wa.gov/emergencies/coronavirus>)  
Phone: 1.800.525.0127, press #.

SHA thanks you for your cooperation.