



## Information for SHA Housing Choice Voucher participants: COVID-19-related operational changes

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

- All Housing Choice Voucher processes are currently conducted remotely. This includes orientation, voucher issuance, requests for tenancy approval and re-certifications.
- SHA is still providing housing search assistance by means of email, phone and other remote platforms.
- All Housing Quality Standards inspections are suspended except emergency complaint inspections. Self-certifications **for new/initial moves** have been implemented in lieu of SHA's physical inspections.
- 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.

### Public Health Directives

To stop the spread of coronavirus it is critically important to avoid person-to-person contact and follow hygiene guidance in accordance with public health agencies and public officials. SHA strongly encourages all of our tenants, partners and stakeholders to stay current with this information by visiting these websites, and calling these agencies regarding any COVID-19-related concerns or questions.

**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.