

Leasing Operations Department

Frequently Asked Questions About State of Emergency Operations

What do I do if I have lost my job?

Make a change of income request to your Housing Specialist. You must submit this request in writing to your Housing Specialist by mail, fax or email and include documentation from your employer verifying termination. You will also need to inform them whether you are receiving or applying for Unemployment. Once Unemployment is secured, you must also submit documentation that identifies the benefit amount you will receive (letter from Unemployment or a screenshot).

- The date when your Housing Specialist receives your request determines the effective change date, which may take up to 30 days to process. It's very important that you submit your request and supporting documentation as quickly as possible.
- If you are unable to get employment termination documentation from your employer. Inform your Housing Specialist.

Are inspections being conducted right now given the State of Emergency?

Currently, we are only conducting the following type of inspections:

- Move in inspections (Initial) for vacant and occupied units
- Move in reinspection (Initial reinspection) for units that failed on the first inspection
- Biennials re-inspections (that are due)
- 24-hour emergency inspections
- Self-certification on repairs

NOTE: *If anyone residing in the unit has flu like symptoms; are under quarantine; or have traveled outside the US 14 days prior to the inspection; you must have the inspection rescheduled. An inspector may leave during the inspection at any time and choose to reschedule. Rescheduling for these reasons will NOT impact any participant's rental subsidy from RHA.*

What is my due date for recertification?

Recertification documents should be submitted at least 60 days prior to annual date.

For example, August recertifications should be submitted by June 1st. July recertifications should be submitted by May 1st. The timing of these due dates allows RHA 30 days to process the annual recertification paperwork and the participant to receive 30 days' notice of any rent changes.

How do I submit my recertification documents?

Regardless of how you submit your paperwork, you MUST include your full, legal name and contact information on all documents. **Recertification documents can be submitted in any of the following formats:**

Mail: Rochester Housing Authority
675 W. Main Street
Rochester NY, 14611
Attention: Section 8

E-mail or Scan: Call your Housing Specialist for their email address.

Fax: (585) 697-6104

Is it true that I don't have to pay my rent?

No. Participants are required to continue paying their portion of the rent. If you have a change of income, please submit a Change of Income Request in writing immediately to your Housing Specialist, who will process rent payment adjustments.

Can I still port with my voucher?

Currently, many other Public Housing Authorities are not accepting/processing ports. Each port case will need to be reviewed on a case by case basis. Contact your Housing Specialist via phone or email to discuss.

Will I have to report my stimulus checks (when I get it) as income?

No. Stimulus checks from the Government are one-time payments and do not count as income.