



HOUSING SERVICES DEPARTMENT  
FREQUENTLY ASKED QUESTIONS FOR APPLICANTS AND PARTICIPANTS  
September 11, 2020

The Housing Authority of the County of San Bernardino (HACSB) continues to monitor and follow the guidance provided by the State of California, the County of San Bernardino's Public Health Department, and the Center for Disease Control and Prevention (CDC) to address the impact of the potential spread of the coronavirus (COVID-19).

Our top priority is the safety of our residents, staff, and communities we serve. As a local public agency, HACSB performs "essential governmental functions", as such our agency staff will continue to be available via phone, email, mail service, and the online portals. For more information, please refer to frequently asked questions below.

### **Contacting Us**

#### **Can I visit a Housing Authority office?**

*The San Bernardino and Upland offices are closed to the public until further notice. The Victorville office is open by appointment only. Housing services staff are available to answer telephone calls, emails, and letters. The phone numbers for the three Housing Services offices are listed below:*

*San Bernardino Office: (909) 890-9533*

*Upland Office: (909) 982-2649*

*Victorville Office: (760) 243-1043*

#### **How do I drop off documents?**

*The offices in San Bernardino, Upland and Victorville have document drop boxes. Documents can only be dropped off between 9:00 a.m. and 4:00 p.m. After hours, these boxes are not accessible. The location of the offices is listed below:*

*San Bernardino Office, 672 S Waterman Ave., San Bernardino CA 92408*

*Upland Office, 1200 N Campus Ave., Upland CA 91786*

*Victorville Office, 15465 Seneca Rd., Victorville CA 92392*

#### **Where can I get up to date information about changes to the Housing Services programs?**

*For updates, please visit our website at [www.hacsb.com](http://www.hacsb.com).*

#### **Where can I get information about eviction protections during the coronavirus situation?**

*Please contact the Inland Fair Housing and Mediation Board at 909-984-2254 or [info@ifhmb.com](mailto:info@ifhmb.com)*

### **Applications for Housing Assistance:**

#### **How do I apply for housing assistance?**

*The tenant-based waiting list is closed. However, the Housing Authority is accepting applications for various affordable housing developments. Information about open waiting lists, eligibility criteria, and the on-line application process is located on our website at: [hacsb.com/residents/future-residents-participants](http://hacsb.com/residents/future-residents-participants).*

**Is emergency housing available?**

*For emergency housing resources please contact dial 2-1-1.*

**I am already on a waiting list. What is the status of my application?**

*You can check the status of your application on the Applicant Portal by visiting our website at: [hacsb.com/residents/future-residents-participants](https://hacsb.com/residents/future-residents-participants) . Please note despite the coronavirus situation your position on the waiting list will not be affected within Housing Authority policy. For example, due to federal requirements, veteran households will continue to receive a preference on the waiting lists.*

**How do I update my application?**

*You can update your application on the Applicant Portal. You can access the Applicant Portal through our website at: [hacsb.com/residents/future-residents-participants](https://hacsb.com/residents/future-residents-participants).*

**I need more time to submit documents for my application eligibility review. Can I have an extension?**

*Contact your Housing Services Specialist or the office location serving you to request an extension. At this time, the Housing Authority is granting extensions in most circumstances.*

**Information for Voucher Holders Searching for a Home to Rent****Can I request an extension of time on my voucher?**

*Vouchers were placed in suspense on March 19, 2020. The suspension will end when the County of San Bernardino begins to reopen its economy or July 31, 2020, whichever occurs later. After the suspension is lifted, you will receive additional time on your voucher and you may request an extension if needed.*

**I would like to shelter in place and stop searching for housing, will my voucher expire?**

*Your voucher will not expire during the suspense period. After the suspense period ends, you will receive additional time on your voucher.*

**I would like to continue searching for a unit, is the Housing Authority processing new unit requests?**

*At this time, the Housing Authority is continuing to process new tenancies for persons who have been issued a voucher and have found a home to rent. Please continue to work with your Housing Services Specialist or contact the office location that you have been working with.*

**Information for Current Participants****I lost my job due to the coronavirus (Covid-19). Can I have my rent reduced?**

*Contact your Housing Services Specialist or the office location serving you for guidance. The Housing Authority is conducting hardship interim recertifications for those who qualify. You must report the income loss within 60 days of the occurrence.*

**I need to assist a relative who is recovering from coronavirus and will be absent from my unit for three month. What do I do?**

*Contact your Housing Services Specialist to discuss your situation. If you will be absent from your unit for COVID-19 related reasons, then your assistance may continue. However, you are responsible for the rent while you are absent from your unit.*

**My home needs repairs and I cannot reach the landlord. May I request a special inspection?**

*At this time, the Housing Authority is not conducting inspections of occupied units. However, we will assist you with contacting your landlord. Please contact your Housing Services Specialist for more information.*

### **Information to Provide Landlords**

#### **Is the Housing Authority processing new tenancies?**

*Yes, at this time, the Housing Authority is continuing to process new tenancy requests for anyone that has been issued a voucher.*

#### **Is the Housing Authority accepting rent increases?**

*At this time, the Housing Authority is delaying the processing of rent increases until it is feasible to resume.*

#### **Can a landlord request a special inspection?**

*All housing quality standards inspections are postponed until further notice. If you have questions, please contact Lanea Coleman at 909-890-5380.*

Please visit our website regularly for updated information at [www.hacsb.com](http://www.hacsb.com).



*HACSB ofrece asistencia idiomática gratis. Para ayuda con esta información, por favor llámenos al (909) 890-9533.*