***IMPORTANT NOTICE***
April 1, 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”.

In an effort to balance safety and customer service, the following services and activities are continuing while other activities are postponed, suspended, or modified:

- Our staff will continue to answer phones and emails while office lobbies remain closed.
- Staff can accept and provide forms via fax, mail, email or at office drop box locations.
- Extensions are available to participants having difficulty obtaining requested documents.
- The time provided for persons issued a housing voucher who are searching for a home to rent has been placed on a temporary hold while any statewide or countywide stay at home order is in place and will resume when the order is lifted. This is to ensure your voucher does not expire while the stay at home order is in place.
- The hold on the time for a housing voucher is being provided in consideration to the potential lack of available housing during the coronavirus situation. However, persons with a housing voucher may still search for a home and HACSB will process tenancies if they are able to find a home to rent.
- All hardship requests are being accepted. HACSB is accepting hardship requests related to loss of work or income due the coronavirus as well.
- Annual and biennial housing inspections are postponed until further notice. Emergency inspections considered urgent will continue to be addressed.
- New leases and initial inspections are being processed (see FAQ for details).
- Payments to landlords are being processed.
- For all other inquiries, please contact us at (909) 890-9533.

We apologize for any inconvenience, and we thank you for your patience during this time.

Please see the attached frequently asked questions, office locations, and telephone numbers.
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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?**

*All of our offices are closed to the public until further notice. 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 see State Executive Order N-37-20 or contact the Inland Fair Housing and Mediation Board at 909-984-2254 or 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.

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. 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.

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?
During the State of California’s “stay at home” executive order, the countdown clock on your voucher is suspended. Whatever time you had remaining on your voucher effective March 19, 2020 will available to you when the stay at home order is lifted. At that time, you may also 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 while the State of California’s “stay at home” executive order is in place.

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.

My home needs repairs and I cannot reach the landlord. May I request a special inspection?
It depends upon the conditions of your home. At this time, the Housing Authority is not conducting inspections of occupied units unless the conditions are of an emergency nature. 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 reviewing and responding to rent increase requests.

Can a landlord request a special inspection?
All non-urgent, non-emergency housing quality standards inspections are postponed until further notice.
If you have questions, please contact Lanae Coleman at 909-890-5380.

Please visit our website regularly for updated information at www.hacsb.com.

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