



March 26, 2020

LANDLORDS PARTICIPATING IN THE DETROIT HOUSING COMMISSION HOUSING CHOICE VOUCHER PROGRAM

The Detroit Housing Commission (“DHC”) is, as have other businesses, continuing to operate during the National Emergency resulting from the Coronavirus Pandemic. We have devised plans, which are subject to change, to continue to provide services while protecting the health and safety of its employees.

As we comply with Governor Whitmer’s Stay Home, Stay Safe Executive Order 2020-21, and practice social distancing, our offices are closed to the public. We have, however, established processes to minimize disruption to the operations in order to comply with our obligation to provide Housing Assistance Payments on behalf of DHC’s voucher program participants.

DHC’s program participants are required to meet their lease obligations. The pandemic has and may continue to cause reduction in income to many participants. If a participant notifies DHC of a loss of income, DHC must recalculate the amount of rent the participant is obligated to pay. Once this recalculation is completed, you and the participant will be notified of any change in what the participant is required to pay toward rental costs and what DHC will pay as a Housing Assistance Payment. DHC will continue to pay the Housing Assistance Payment electronically.

If your tenant falls behind in rent payment during this National Emergency, we ask, if possible, that you work with your tenant to establish a repayment plan and defer any adverse actions (evictions, late fees).

The recent actions by Governor Whitmer, the utility companies and 36th District Court demonstrate support of the need to protect housing during the pandemic:

- Governor Whitmer’s Executive Order No. 2020-19: Temporary prohibition against entry to premises for the purpose of removing or excluding a tenant or mobile homeowner from their home;
- Detroit Water and Sewerage Department has suspended water shutoffs and restored shutoff water;
- SEMCO Energy Gas Company and DTE Energy have suspended disconnections and shutoffs; and



- The 36th District Court has placed a moratorium on evictions during this National Emergency.

We ask that you continue to demonstrate your support of affordable housing by working with your tenants as necessary.

Owner Concerns

Although our offices are closed to the public, we are available to assist you by email and phone. If you have program issues such as missed Housing Assistance Payments, rent adjustment notices or other issues, you may submit them to Landlordinfo@dhcmi.org. Your concern will be directed to appropriate staff for response.

Landlord Portal

You may view your tenant's records in DHC's Landlord Portal. You can utilize the portal to:

- Update your mailing address and phone numbers
- Review Housing Assistance Payments activity
- View tenant information and the Housing Specialist assigned to your tenant
- View unit inspection activity and results

If you need to register for the Landlord Portal, contact rentcafe@dhcmi.org for a registration code. You must have a valid email address to access the portal.

Leasing Activity

If you are seeking approval of a new HAP Contract, email the required documents and any questions to landlordinfo@dhcmi.org. To prevent delays in processing, you must submit a complete document package. A list of required HAP Contract documents is located on DHC's website at www.dhcmi.org. On the homepage select the Landlord tab/Packets and Forms/Owner Documents Request: HAP Contract Execution.

Inspections & Abatements

Out of an abundance of caution during this pandemic, biennial HQS inspections will be rescheduled to a later date. Inspections of units with outstanding failed inspections or in HAP abatement status will be conducted as currently scheduled. Requests for special inspections must be submitted to inspections@dhcmi.org. Each request will be reviewed to determine whether an inspection will be scheduled or if an inspection can be postponed.

Ownership and Management Changes

In order for DHC to recognize a change in ownership or management of the unit, DHC requires submission of certain documents. The list of required documents is located on DHC's website at www.dhcmi.org. On the homepage select the Landlord tab/Packets and Forms/Change of Ownership/Management Assignment of HAP Contract for the list of required documents. Email all required documents to owner-mgmtchg@dhcmi.org. Changes may take up to 60 days to process. Incomplete submissions may delay processing.



Rent Increases Requests

As a result of DHC's prioritization of the work it can perform during the pandemic, DHC has instituted a temporary hold on processing of rent increase requests. Once we begin processing rent increases again, they will be processed to be effective retroactively. Currently, our plan is to begin processing rent increase requests on May 1, 2020. That date, however, is subject to change as the course of the pandemic unfolds. Requests for rent increases must be submitted on the HAP Contract Change Request form. This form must be signed by you and your tenant and submitted to www.rentincrease@dhcmi.org. The HAP Contract Change Request form is located on DHC's website at www.dhcmi.org. On the homepage select the Landlord tab/Packets and Forms/HAP Contract Change Request.

Electronic Funds Transfer/Direct Deposit Changes

Submit changes to your direct deposit account to www.eftinfo@dhcmi.org

We ask for your patience and understanding as we work by phone and email to ensure the continued operation of the Housing Choice Voucher Program during this National Emergency.

