
Public Housing Program Residents and Applicants Gov. Whitmer's Stay-At-Home Order (COVID-19) FAQs

1. What is DHC doing in response to COVID-19?

We are actively following infection control protocols and other guidelines provided by the Centers for Disease Control and Prevention (CDC), and our local and state health agencies. In this uncertain time, we deem these measures necessary in order to provide a happy and healthy environment for our residents. We are taking this crisis very seriously and we are doing everything in our power to minimize the risk and potential exposure to our residents, employees and visitors. If you are a DHC Resident, and would like to request a wellness check, please notify us immediately by calling the DHC COVID19 (ONLY) Hotline at (313) 877-8772, or contact us by email at RSDRSVP@dhcmi.org.

- DHC updates our website, www.dhcmi.org, with relevant reference and informational notices as they are published by the Department of Housing and Urban Development (HUD) and the CDC regarding the virus.
- All employees and visitors are required to fill out the COVID-19 Employee/Visitor Screening Questionnaire upon entering DHC buildings.
- Employees have been instructed to maintain social distance of at least 6 feet and wash their hands thoroughly for at least 20 seconds immediately upon entering community buildings and throughout their work shifts.
- Employees have been instructed to sanitize "as they go" to ensure any surfaces they may touch while doing their work have been sanitized.
- All community offices and interior common areas are being sanitized daily.
- Letters have been distributed to all residents informing them of the steps they should take to safeguard themselves and their families.

DETROIT HOUSING COMMISSION

Asset Management Department-Main Office

1301 East Jefferson, Detroit MI 48207

313-877-8000, TTY/TDD 800-222-3679



- Management offices will not accept packages or deliveries on behalf of residents.
- Packages will be allowed to be delivered by UPCS, USPS, FedEx, DHL, etc.
- Outside contractors are only being allowed in resident units for emergency services, if needed.
- All resident and other gatherings, events, and meetings have been cancelled until further notice.
- Essential guests are required to restrict their distance to no less than 6 feet from others.
- There is to be only one (1) person per elevator at a time.
- Essential guests will be required to wear masks throughout their visit.
- Essential guests are to wash their hands with hand sanitizer (ABHR - Alcohol Based Hand Rub) when entering and exiting DHC buildings, or wear gloves.
- Essential guests must enter the building ONLY through the main entrance.
- Residents are NOT to admit anyone through any other door in the building.

2. What can I do?

We understand these are unprecedented times. DHC is implementing new policies and procedures almost daily in order to minimize the risk of exposure to COVID-19 to our employees, residents and families. We appreciate your understanding and adherence to our policies. Although it may be difficult at this time, policies and procedures are in place to keep our residents and employees as safe and healthy as possible.

3. Will DHC management offices be open to the public?

Due to Governor Whitmer's Stay-At-Home order, DHC is conducting business through mail, phone and email only until further notice. Property Managers will be working limited-office hours; however, in-person services will not be available. Please contact your Property Manager by phone or email for assistance. If you leave a message, we will follow-up with you as soon as possible.

4. Are medical care-providers and family members allowed to visit me?

We are taking precautionary measures, following the lead of the Centers for Disease Control and Prevention (CDC), and State and local Health Departments. To protect our residents and employees, it is critical that we minimize potential exposure from outside our communities. We will permit resident caregivers and immediate family members on-site who complete COVID-19 Visitor Screening Questionnaire. All caregivers and immediate family members must complete a COVID-19 Visitor Screening Questionnaire upon arrival. Caregivers and immediate family members will be limited to the resident apartment and may not be in the common areas of the community. See DHC's Executive Directive No. 6 regarding visitor limitations.

5. Will DHC still provide security monitoring at my property?

Yes. All properties will have 24-hour security personnel on-site. Family sites will have a roaming Security Patrol Vehicle. Highrise Buildings will have security stationed at the main entrance.

6. How do I report changes in my income or other circumstances?

If you have a change in your income or circumstances, please report this information to your Property Manager by phone, email, or by writing a letter and placing it in the Management Office Drop Box. Your Property Manager will contact you by phone or email with the next steps.

7. How do I pay my rent?

Rent is due and payable in advance on the first day of each month and is considered late (delinquent) after the second (2nd) calendar day of the month. Due to the COVID-19 Pandemic, any late fees assessed after April 1, 2020 will be "waived" until further notice. Please make checks and money orders payable to the Detroit Housing Commission. Please place your payment in the Management Office Drop Box inside an envelope with your name, address, unit number, phone number and email address. You will receive a receipt by U.S. Mail, or email when your payment is processed.

8. How do I place a Work Order?

During this time, Emergency Work Orders will be addressed by DHC's Maintenance Team, Monday-Sunday and on holidays, from 8:00 AM - 12:00 AM. Please contact our On-Call Emergency Service at 313-877-8632. Examples of emergency repairs are: Gas leaks, clogged toilet for units with one bathroom, water leaks and floods, passengers stuck in elevators, electrical/power failures, sewer back-ups, unit lockouts, no-heat and no hot water. If you are experiencing a life-threatening emergency, please call 911. If there is a fire, call 911. For all other non-emergency work orders, please call or email your management office during regular business hours and a member of our Management Team will respond as soon as possible.

9. I have an appointment scheduled to move-in, or complete my recertification, will the appointment be cancelled?

If you have an appointment scheduled, a DHC Representative will contact you to reschedule a time to conduct the appointment by phone. If you scheduled a leasing appointment, your appointment will be rescheduled until Gov. Whitmer's Stay-At-Home order is lifted.

10. How will I submit information requested by DHC?

Please mail, email, or fax documents to your Property Manager. You may also place documents in the Management Office Drop Box. Please write your name, address, unit number, phone number and email address on the document. Due to the COVID-19 Pandemic, please call or email your Property Manager to request additional time to submit information required by DHC.

11. Are applications for the public housing program waiting list still being accepted?

Yes. If you already have an application, please submit your application and copies of all required documents by email, mail, or to the Management Office Drop-Box. If you would like to request an application, please contact the Management Office of the community you are interested to request an applicant by U.S. mail or email. **The Scattered Sites Waiting List is closed.**

12. How do I file a customer service complaint?

During Gov. Whitmer’s Stay-At-Home Order, DHC representatives will have limited office hours. To file a customer service complaint, please call 313-877-8000, press 3 to reach the Asset Management Department, and then 0 to either speak with a representative or leave a message. A DHC team member will contact you by phone or email within 48 hours regarding your complaint.

13. Can I visit my family or loved ones?

On March 23, 2020, Governor Whitmer signed the “Stay Home, Stay Safe” Executive Order (EO 2020-21), directing Michiganders to stay in their homes unless they’re a part of that critical infrastructure workforce, engaged in an outdoor activity, or performing tasks necessary to the health and safety of themselves or their family, like going to the hospital or grocery store. We encourage our residents to exercise social distancing and to stay in touch with family members and friends by video chats, phone calls, texts or emails.

14. How will I know if there is an occurrence of COVID-19 in my community?

DHC will follow the guidance of the Centers for Disease Control and Prevention (CDC) as well as the state and local health departments.

15. If I have additional questions who should I contact?

Please contact the Property Manager at the community in which you have a question, or you may call the DHC COVID-19 Hotline at 313-877-8772.