

Section 811 PRA Coronavirus (COVID-19) Response

Dear Section 811 PRA Referral Agents, Coordinators, and Points of Contact,

We hope that you, your family, friends, colleagues and clients are staying safe during the coronavirus (COVID-19) pandemic. Please know that **our 811 PRA core business proceeds as usual: rent for 811 PRA tenants will continue to be paid timely by HUD**. Our team is mostly telecommuting but available by phone or email to assist you. We are not conducting in-person trainings, meetings, or outreach for the time being.

In this unprecedented time, we want address possible concerns in the following areas:

Partner Referring Agencies: We understand that many of our partner referring agencies must limit face-to-face contact with clients during this time, especially in those areas under shelter-in-place/stay-at-home orders. Given this limitation, please let us know if you need a specific accommodation to our standard 811 PRA practices (such as additional time to update an application) and we will do our best to accommodate your need.

811 PRA Applicants on Wait Lists or Pursuing Move Ins: Many of the counties with 811 PRA properties are currently under stay in place/shelter in place orders. These properties will likely have limited leasing activity during this time, which may lead to longer wait times and slower response times for 811 PRA applicants. If an applicant is contacted by an 811 PRA property for an available unit but cannot or does not wish to move at this time due to the coronavirus, they should notify the property. Then, the referral agent should notify TDHCA, and we will make sure the applicant remains on that wait list for the next available unit.

811 PRA Tenants: 811 PRA tenants should continue to pay rent, utilities and further adhere to their leases and house rules, but given this tumultuous time, please also be aware of the following:

Keeping Communities Safe: 811 PRA tenants have likely received guidance from their property managers regarding ways to keep their apartment complex and community safe during the pandemic. The guidance may address changed management team communications, closed shared amenities/areas on the property, etc. They should follow that guidance as best as they are able.

Maintenance Requests: It is likely that non-urgent maintenance will be delayed during this period. Please read the attached guidance TDHCA has provided to all TDHCA-funded properties regarding this matter.

Notices to Vacate and Evictions: In response to the pandemic, the Texas Supreme Court halted evictions for one month beginning March 19, 2020 until April 19, 2020. Find the emergency order [here](#), which outlines rare exceptions, and monitor the Texas Supreme Court website for any ongoing updates [here](#). Many cities and counties have also instituted temporary eviction moratoriums that may go beyond the Texas Supreme Court order. Please stay informed on local orders and feel free to reach out to us if you have questions about how these effect any 811 PRA

tenant. If an 811 PRA tenant knows that they will be short on rent, we recommend communicating this to the property manager as soon as possible.

Utilities: In response to the pandemic, the Texas Public Utility Commission (PUC) halted residential water and power disconnects on March 26, 2020 for those who request deferred payments, possibly for up to six months. Additionally, PUC ordered electric, water and sewer providers to suspend late fees. Find the order [here](#), and monitor the PUC website for any ongoing updates [here](#). *If an 811 PRA tenant knows that they will be unable to pay a utility bill due to financial hardship caused by the coronavirus, they should call their utility providers and ask for deferred payments and late fees waived.*

We appreciate your daily work in supporting our 811 PRA applicants and tenants' stable housing, now more than ever. Please let us know if there is any way that we can assist you during this time.

Take Good Care,

Section 811 PRA Team