Statement to program clients and business partners

August 10, 2020

Due to ongoing disruptions and precautions undertaken across the region resulting from the COVID-19 virus, the Division of Cecil County Housing and Community Development has determined it will make the following changes to operations effective Monday August 10, 2020:

General

- **Cecil County Government is open to the public by appointment only.** The housing office will accept visitors only by advance appointments beginning on Monday June 15, 2020. Please contact us to arrange for an appointment. Appointments will be scheduled at the discretion of the housing office. Visitors must follow procedures for the Cecil County Administration Building, which include face coverings, temperature check, and entering at the rear door.

- To the maximum extent possible all business is to be conducted remotely by mail, phone, fax, and email

- At this time we can accept documents in a locked drop box in the vestibule of the Cecil County Administration Building Monday-Friday 8am-12pm

- **RENTAL ASSISTANCE**- At this time there is no additional or new funding available for emergency rental assistance or mortgage assistance. However, funding will be made available to income qualified renters who experienced income loss as a result of COVID-19. Please check here regularly for updates on when these programs will be available.

- There are several changes to mortgage servicing requirements at this time and Cecil homeowners should contact their lender if possible, or speak with our Housing Counselor at jvanzile@ccgov.org

- If you require emergency shelter or other assistance please contact the Department of Social Services at 410-996-0100.

- If you are not well, contact the Cecil County Health Department call center at 410-996-1005.

**Housing Choice Voucher Program**

- Waiting List mailings and new admissions are suspended until further notice

- Application update forms are accepted and can be downloaded from our webpage

- New applications for rental assistance can be made by email, fax, and mail

- **New vouchers will be issued only** for Special Purpose Voucher programs and referrals such as VASH, FUP, FSV, and Mainstream.

www.ccgov.org
• **Vouchers already issued but not yet used**, will be provided an automatic 60 day extension beginning June 8, 2020. *Additional extensions may be granted at the discretion of CCHA.*

• *NEW*-- **Vouchers to move or change units will be issued at this time.** CCHA may rescind this authority at any time based on public health conditions.

• *NEW*-- **Inspections:** You should receive a check up phone call from our office on or near your scheduled inspection date and you should report any needed repairs to your landlord and the housing office. *Inspections scheduled for July 1, 2020 and after will be a limited physical on-site inspection following distancing and safety guidelines.* Elderly households will not have an on-site inspection and other families may choose to opt-out of these inspections.

• **Annual Recertifications- Paperwork** must be completed by mail, email, and fax. You have or will receive your paperwork in the mail. Contact the office IMMEDIATELY if you believe you didn’t get your packet in the mail. When you receive a packet, complete and return it IMMEDIATELY. Paperwork delays may result in rent not being paid on your behalf.

• *NEW* **Income Reporting- Report increases** and decreases in income to the office by phone or email. Please call if you have questions.

• **Portability** – Portability move-in will be accepted, but interviews and voucher issuance will be limited to advance appointments and will be conducted remotely as much as possible. It is strongly advised that portability clients check with their local PHA before deciding to execute portability. Portability Move-out will be permitted.

• Program Owners/Managers – The CCHA portion of rents will be paid as scheduled at this time. Owners should seriously consider setting up direct deposit payments. CCHA asks that owners please be reasonable if participants experience income changes as a result of Coronavirus events. Owners should return paperwork and communicate with CCHA by email, fax or by phone if necessary. **At this time we anticipate that rent payments will be processed on time. Individual delays or missing payments could occur.**

**Housing Counseling Programs**

• Homebuyer Education- First Time Homebuyer classes are being offered by remote counseling services and Zoom conference classes may be arranged each month. Please contact us for more information.

• Foreclosure/Default- Services offered remotely

• Financial Education/Capability- Services offered remotely

• Reverse Mortgage Counseling- Services offered remotely

All of the measures outlined above are designed to reduce the likelihood of virus transmission in the community. Please contact us by phone or email if you have any questions about your circumstances.

**General Communications**

Email:  cecilhousing@ccgov.org  
Phone:  410-996-5245  
Fax:  410-996-5256  

www.ccgov.org