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## Hurricane Harvey HCV Client FAQs

First and foremost, our thoughts are with you in these difficult times. Take care of yourself and your family.

**Our immediate priority is locating all of our families and preparing to move families who need to be moved because of damage resulting from Hurricane Harvey.**

See a message from our CEO [here](#).

***This is a dynamic situation and subject to change.***

### 1. Should I pay September rent?

**HCV: HHA has already made the payments for the HAP portion of the September rent. We encourage tenants to pay their rent, if they are able.** If you are unable to pay your rent due to financial hardships due to Hurricane Harvey, you should contact and make arrangements with your landlords.

### 2. My unit was damaged by the storm, what should I do?

**Registering with FEMA** is a critical first step. Register online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or call 1-800-621-FEMA (3362).

**Stay in touch with FEMA:** When you register, you will be given a FEMA registration number. Write down your number and save it. You will need the number whenever you contact FEMA.

We strongly encourage you to update your unit status at <https://hha.apply4housing.com/> or call us at 713-260-0500 rather than coming to the office. We are scheduling inspections based on the status indicated in the **HURRICANE HARVEY STATUS CHECK**, in conjunction with information received from our unit owners. Going online is the best way to let us know that your unit was damaged and you need to move.

We strongly encourage you to begin your unit search at <http://www.housingandcommunityresources.net/> or <https://www.socialserve.com/> by clicking "Texas" under the "For Rent icon." We urge you to be patient but persistent with these services: lots of folks were affected by the storm, including landlords. If you need help with your unit search, please call **1.877.428.8844**. We encourage you to consider units at your current property if units are available.

Do NOT delay your unit search. We anticipate that it will become harder to find units the longer you wait.

We began conducting unit inspections on Tuesday, September the 5<sup>th</sup>. After the inspector has confirmed that the unit is uninhabitable, you will then be eligible to attend a move briefing. We encourage you to consider units at your current property if units are available. Beginning on Wednesday, September 6<sup>th</sup>, HHA started holding emergency move briefings as necessary to make certain that all participants are able to receive a move voucher as quickly as possible.

Please update your status [here](#) so we can schedule your inspection.

**3. Do I need to come to the office?**

**No, you do not need to come to the office. All non-hurricane Harvey related deadlines (i.e. anything due from Friday August 25<sup>th</sup> on) have been extended until next COB on next Wednesday, September 13<sup>th</sup>.** We strongly encourage you to update your status [here](#) or call us at 713-260-0500 rather than coming to the office. If contact with us is non-essential, we encourage you to check back with us later in the week. Our immediate priority is to serve HCV clients who suffered damage as a result of Hurricane Harvey.

**4. Will I be able to keep my voucher?**

**Yes,** we strongly encourage you to update your status [here](#) or call us at 713-260-0500 rather than coming to the office. If contact with us is non-essential, we encourage you to check back with us later in the week. Our immediate priority is to serve HCV clients who suffered damage as a result of Hurricane Harvey.

**5. I'm on the waiting list; are new vouchers available?**

**At this time, no new vouchers are available.** Our immediate priority is to serve HCV clients who suffered damage as a result of Hurricane Harvey. Please continue to check our website for updates.

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