



## **Housing Operations Division Los Angeles County Development Authority Operations During COVID-19 Pandemic**

The Los Angeles County Development Authority (LACDA) will continue to serve our Public and Affordable Housing residents during this unprecedented time. Although LACDA's offices are closed to the public, our staff is working diligently to ensure all residents continue to be assisted. Below you will find the latest information pertaining to LACDA program operations. If you have a question that is not addressed below, please don't hesitate to contact your Management Office. Thank you for your patience during this time.

**Q. Is LACDA currently closed for business?**

**A.** While our offices are closed to the public, we will remain available to our residents. All essential business will be conducted via telephone, mail, fax, and e-mail if needed. Residents are encouraged to contact their Management Office for any questions or concerns.

**Q. Will rent continue to be paid to the LACDA during the closure?**

**A.** Yes, rent continues to be due on the 1<sup>st</sup> of each month, and late if received after the 5<sup>th</sup> business day of each month. Residents are encouraged to mail rent payments as early as possible to ensure rent is received by the 5<sup>th</sup> business day. **Payments will be accepted by mail, auto bank payment, and online at:**  
[www.php.lacda.org](http://www.php.lacda.org).

**Q. My income and/or household composition has changed, what should I do?**

**A.** Although staff is working remotely; they are available via telephone or e-mail. If your income and/or family composition has changed, please mail or drop off a notice to the Management Office with details about the change. For reductions to income, please also submit supporting documentation from your employer. Please call your Case Manager if you have any questions.

**Q. What if I need a maintenance repair in my unit?**

**A.** Residents are encouraged to continue to report all Work Order requests to the Maintenance Department. All Work Orders will be documented and prioritized, however, only emergency maintenance repairs will be completed until further notice. You will be contacted by telephone to schedule an appointment for emergency repairs. Thank you for your patience during this time. For any after hour maintenance emergency's, please call 1-800-850-8908.

**Q. Can I still submit documents?**

**A.** Yes. Residents can submit documents to their Management Office by regular mail, fax, or drop-off box at the Management Office door (except Nueva Maravilla).

**Q. Can I leave a voicemail for my Case Manager? Will I get a response?**

**A.** Yes. While LACDA staff are currently working remotely, case managers will continue to monitor their voicemail, and work to return phone call within two business days.

**Q. How do I get my appointment or hearing rescheduled?**

**A.** All appointments and hearings will be rescheduled once LACDA has returned to normal business operations.

**Q. Will Inspections still be conducted in my unit?**

**A.** All REAC inspections, annual inspections, and re-inspections are suspended until further notice. Other inspections such as move-in, move-out, housekeeping, and pest control related inspections will only be conducted if needed.

**Q. How can I reach the Resident Services staff for assistance?**

**A.** For assistance, please email your name and phone number to [Residentservices@lacda.org](mailto:Residentservices@lacda.org) and the Program Administrator will contact you directly.

**Q. The computer lab at my property is closed, I need access to a computer or the internet to perform an important task?**

**A.** All community areas on site are closed, we will provide updates as they become available.

**Q. I would like assistance with Mental health and Wellness services?**

**A.** Contact information is provided below:

- Department of Mental Health -1-800-854-7771
- National Suicide Prevention Lifeline- 1-800-273-8255 or 1-888-628-9454 (Spanish)
- LA County Domestic Violence Hotline- 24 hours 1-800-978-3600
- National Domestic Violence Hotline – 24 hours 1-800-799-7233
- LA County Child Abuse Hotline- 1-800-540-4000
- LA County Elder Abuse Hotline- 1-877-477-3646
- **Crime in Progress or any Emergency please contact 9-1-1**