



Section 8 Rental Assistance Programs Los Angeles County Development Authority Operations During COVID-19 Pandemic

The Los Angeles County Development Authority (LACDA) will continue to serve our program participants and landlords during this unprecedented time. Although the LACDA's offices are closed to the public, our staff is working diligently to ensure all program participants and property owners continue to be assisted. Below you will find the latest information pertaining to the LACDA program operations. If you have a question that is not addressed below, please contact us via email at Section8.mailbox@lacda.org. Thank you for your patience during this time.

Q. Is the LACDA currently closed for business?

A. While our offices are closed to the public, we will remain available to our participants and property owners. All essential business will continue to be conducted via email at Section8.mailbox@lacda.org.

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

A. Yes. All housing assistance payments and utility reimbursement payments will be issued without interruption during the closure.

Q. My income and/or household composition has changed. What should I do?

A. Although staff is working remotely, they are available via email. If your income and/or family composition has changed, please email your case manager. If you do not know your case manager's email address, please contact us at Section8.mailbox@lacda.org and include your Tenant ID number.

Q. I am experiencing a financial hardship as of a result of income loss due to COVID-19. What should I do?

A. If there has been a change in your income due to COVID-19 restrictions contact your case manager as soon as possible via email. You can submit changes of your income to your case manager via email, fax, mail or at our offices drop boxes located outside of the Alhambra and Palmdale offices.

Q. Am I required to pay my portion of rent even though I did not experience a decrease in my household's income?

A. Yes. The Governor of California issued an executive order prohibiting landlords from evicting tenants for nonpayment rent and prohibits enforcement of evictions by law enforcement or courts. It also requires tenants to declare in writing, no more than seven days after the rent is due, that the tenant cannot pay all or part of their rent due to COVID-19. The tenant would remain obligated to repay their full rent portion in a timely manner and could still face eviction after the enforcement moratorium is lifted.

Q. Can I still submit documents?

A. Program participants and property owners are encouraged to submit items through the portal system located at <https://haportal.lacda.org>.

Program participants and property owners can also email documents directly to case managers if you know their email address. If you do not know your case manager's email address, please email Section8.mailbox@lacda.org. Please include your Tenant ID or your Vendor number.

Our office is also currently receiving faxes and documents via regular mail. Documents may be faxed to the Alhambra office at 626-943-3851 or the Palmdale office at 661-266-1874.

You may also submit documents in the drop boxes located outside our offices (Palmdale and Alhambra office buildings).

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 calls within two business days.

Q. I am not a current participant, but have a general question. Who can I contact?

A. All inquiries can be submitted via email to Section8.mailbox@lacda.org.

Q. How do I get my appointment rescheduled?

A. All appointments will be rescheduled once the LACDA has returned to normal business operations.

Q. Will Housing Quality Inspections still be conducted?

A. All annual/biennial inspections and re-inspections are suspended until further notice. Only New Contract inspections/re-inspections for vacant units and emergency inspections are being conducted. If program participants or property owners have any inspection-related questions, please email the Inspections Unit at Inspections.Unit@lacda.org.

Q. How are hearings being handled?

A. All hearings will be scheduled or rescheduled once the LACDA has returned to normal business operations.

Q. I requested a voucher to move. What happens now?

A. Your case manager will contact you to discuss your request.

Q. My voucher or certificate is going to expire. What should I do?

A. All active (not expired) vouchers and certificates will be extended an additional 90 days from the date of your voucher expiration date. There is no need to submit a voucher extension or reasonable accommodation to receive this automatic extension. You will receive your extension in the mail.

Q. What if my landlord gives me an eviction notice?

A. Please contact the Housing Rights Center at 1-800-477-5977 for guidance.