

**GENERAL QUESTIONS REGARDING YOUR RENTAL ASSISTANCE ADMINISTERED BY  
IMAGINEERS DURING COVID-19**

**1. Do you anticipate that housing assistance payments for the Section 8 program will continue without interruption from HUD?**

Yes, HUD has continued funding the housing assistance payments program and it is anticipated that there will be no interruptions of payments.

**2. Is Imagineers operating normal business hours and activities during COVID-19?**

Yes, but in accordance with guidance provided by CDC and the Governor's office. We are taking measures to protect the health and well-being of our clients and employees. Imagineers will continue to maintain normal business hours although most personnel will be working remotely. All staff working remotely can receive and respond to emails and phone calls in the same manner as if they were at their desk. Although our office is closed to the general public, a team of staff is continuing to provide additional support as needed onsite. Arrangements have been made for receiving documents and responding to direct inquiries. You can call or email us for assistance in the same manner as before.

**3. Is Imagineers conducting Housing Quality Standards (HQS) inspections during COVID-19?**

We are still conducting new inspections for those moving into new units, and emergency inspections when requested. No reinspection of previous failed inspections will be done, instead through one of the HUD waivers (HQS-6), we will accept documentation from your landlord and/or we will work with you to verify that the work has been completed. We have postponed annual inspections at this time.

**4. Will I continue to go through the normal annual program redetermination process, and will landlord rent increases be processed during COVID-19?**

Yes, you will continue to go through the normal annual program redetermination process, except most of the activity will be conducted by Imagineers staff through mail, phone or email. Yes, we are processing landlord annual rent increases during COVID-19 subject to normal rent reasonableness requirements.

**5. If I experience a reduction in income due to the loss of a job, will timely adjustments be made to increase the housing assistance payment amount and reduce my portion of the rent accordingly?**

Yes, we anticipate that this will be a request during COVID-19 and we are prepared to respond timely, including anticipating that the documentation of this change may be difficult for you obtain in the current environment. We will work with you so that there is no delay in adjusting your change of income.

**6. I have a housing voucher that was issued to me to look for a unit; what if it expires or is about to expire?**

Please feel free to contact your caseworker in order to discuss an extension of time to continue to look for a unit.

**7. What about intents to terminate housing assistance benefits?**

Hearings and termination procedures have been put on hold for now; once they are to be resumed, we'll send a timely notification letter.

**8. Is there an Imagineer's staff directory?**

Yes, we have included it in this mailing and you can also find it by going to [www.imagineersllc.com](http://www.imagineersllc.com) then go to the heading labeled "Company", click on Imagineers' Staff Listing, scroll to Program Management Staff and you will be able to look up contact information (direct phone # and email) for each staff member.

**9. How can I get the forms that I would go to the Imagineers office to get?**

We have added vital documents that both participants and landlords can access, such as the RTA (aka "Moving Packet"), the apartment listings (which are updated weekly as landlords submit vacant unit information), and income change forms, among other forms. To view these forms please go to the Imagineers' Home page and click on the "Program Management" tab. If you need any additional forms, please feel free to contact your case worker or call the office at 860-522-1028 and we will mail or email you the forms.

**10. How do I submit documentation?**

You may submit documentation either by mail, email, or fax and for your convenience Imagineers has also installed a secured lock box just outside of our front door entrance (to the left when facing the building). The box is labeled "Program Management".