



Public Housing Frequently Asked Questions

We know that you may have a lot of questions during this time. Spartanburg Housing Authority is doing everything possible to prepare for and anticipate your needs. We appreciate your flexibility and patience.

1. If I have a maintenance request, how will it be addressed?

- Currently we are working under our emergency protocol. Only emergency work orders will be addressed at this time. We will attempt to complete all non-emergency work orders within 30 days. All other work orders will be prioritized according to the maintenance plan.
- **Emergency work orders include the following:**
 - Gas leak
 - Fire
 - Fire panel or sprinkler system not operational
 - Flood
 - Smoke Detector or CO detector alarming
 - Major roof leak
 - Lock Out
 - Heat if temp is 45 or below, or any reasonable accommodation
 - No working elevator
 - Security issue where door or window on 1st or 2nd floor will not lock
 - Loss of power in the entire unit
 - No water in the entire apartment
 - Exposed electrical line
 - Any other situation that may cause injury or threat to person or property

2. What number should I call for a work order?

- Please call your property management office for all work order requests. Please call 864-598-6128 for all afterhours or weekend emergencies.
- SHA is prioritizing emergency and urgent work orders until further notice and will respond to other requests as soon as possible.

3. What if I need to speak to my property manager about an issue?

- Our management office is closed to the public; however, staff is available to address your concerns via telephone or email.

4. How do I complete my recertification /renew my lease?

- All recertification paperwork will be processed by mail and the resident portal at portal.shasc.org.

5. What if I have paperwork to return?

- Please return all paperwork through mail or drop box at your management office.

6. How do I pay my rent?

- Please continue to pay using your WIPS cards and auto draft will take place on the 5th of the month. Please be on the lookout for an email regarding the acceptance of card payments on the resident portal.



- We understand many of you may face challenges in paying rent during these difficult times. Please **contact** your property manager right away if you are experiencing a decrease in income that may affect your ability to pay your rent.

7. I am currently under eviction, what do I do?

- Currently all pending evictions are temporarily on hold. Please contact your property manager for further updates.

8. What should I do if I lose my job while the office is closed?

- Tenant rent changes resulting from a reduction in income will be **effective** the first day of the month following the date of loss of employment.
- All income changes may be submitted or requested by email or phone.

Adia Herbert	aherbert@shasc.org 864.598.6133	Victoria Gardens Apartments and Cambridge Place Townhomes
Jill O’Connell	joconnell@shasc.org 864.598.6085	Archibald Rutledge Hi-Rise and Archibald Village Apartments
Stephanie McDowell	smcdowell@shasc.org 864.598.6139	Archibald Rutledge Hi-Rise and Archibald Village Apartments
Nadine West	nwest@shasc.org 864.598.6100	Dr. John C. Bull Apartments, Liberty St. Appian, Page Lake Manor and Scattered Sites
Rena Smith	rsmith@shasc.org 864.598.6113	Dr. John C. Bull Apartments, Liberty St. Appian, Page Lake Manor and Scattered Sites
Rhonda Palmer	rpalmer@shasc.org 864.598.6075	Camp Croft Courts
Calandra Dendy	cdendy@shasc.org 864.598.6095	Prince Hall Apartments
Lisa Marshall	lmarshall@shasc.org 864.598.6090 (VGA) 864.598.6096 (PHA) 864.598.6011 (CCC)	Recertifications for Victoria Gardens, Camp Croft, Cambridge Place and Prince Hall Apartments

9. Are the new stimulus payments to individuals considered income?

- The pending stimulus payments directly to individuals and families would be excluded from income, as they are temporary, non-recurring payments (per 24 CFR 5.609).

10. Will deliveries be allowed?

- If you are expecting a package you are required to meet the delivery person in the lobby. The front desk WILL NOT ACCEPT your packages.

11. I have a disability. How do I report that I need a reasonable accommodation?

- Please contact Jayne Floyd at jfloyd@shasc.org or 864-598-6127



12. Am I allowed to smoke inside my apartment?

- In accordance with HUD regulations, the Housing Authority of City of Spartanburg (SHA) has adopted a smoke-free policy for all public housing properties. The policies were effective as of July 30, 2018.
- The term “smoking” means any inhaling, exhaling, burning, or carrying any lighted cigar, cigarette, pipe, or other prohibited tobacco product in any manner or any form. Prohibited tobacco products include water pipes or hookahs.
- HUD is **not** currently considering flexibilities to these regulations related to COVID-19 response.

13. Are visitors still allowed at Archibald Hi-rise?

- In order to practice social distancing as recommended, we are asking residents to limit visitations to essential health care providers only.

14. Will I be informed should there be a resident/staff within a public housing unit with a positive COVID-19 case? Does this violate HIPAA/other privacy laws?

- The SHA will disseminate information to residents through the RentCafé resident portal system. Please contact your property manager if you do not have a registered account on portal.shasc.org. This system will allow for the agency to communicate with residents via SMS and email.
- The SHA can provide notification of positive COVID-19 cases without giving the name/apartment number/other personally identifiable information to our residents and staff.
- A public housing authority is not generally “covered entities” as defined by HIPAA but will always exercise discretion in communications to avoid stigma and mistreatment of residents.

15. What should I do if I feel sick or think I have been exposed to the Coronavirus?

- Please contact DHEC for general questions about COVID-19, the DHEC Care Line is here to help. Please Call 1-855-472-3432.
- In an effort to reverse the spread of COVID-19, officials have directed that public gatherings, restaurants and other public venues be cancelled and closed. People are asked to avoid any unnecessary contact with others.
- To protect SHA residents and the rest of our community, it is essential that you follow all directives and guidance issued by the SCDHEC, CDC and other health officials.
- The spread of COVID-19 is a public health issue. To stay informed or ask questions, you should contact:
Public Health – SC Department of Health and Environmental Control (SCDHEC)
- For general questions about COVID-19, the DHEC Care Line is available to assist you. Call 1-855-472-3432. DHEC staff are answering calls 8 a.m.-6 p.m. every day.

16. Where can I get tested for COVID-19?

- If you have a test order from your provider or from an SRHS e-visit, Spartanburg Regional is now offering drive-thru COVID-19 testing.
- Patients must have a provider order for the COVID-19 test and official personal identification (SRHS badge



will be required for employees) in order to be eligible for a test.

- There will be signage to help direct patients.
- The site is not designed for general public. We are not able to provide testing to community members without a provider order at this site.
- Upon arrival at the drive-thru location, patients will remain in their car as a sample is collected. The results from samples collected from this location will be sent to the provider or S.C. DHEC. The provider who ordered your test will provide you with your test results.
- Drive thru testing is currently available at:
USC Upstate (305 North Campus Blvd, Spartanburg, SC 29303)
Monday - Friday
9 a.m. - 4 p.m. or as tests are available

Economic Impact Payments: What You Need to Know

Check IRS.gov for the latest information: No action needed by most people at this time
IR-2020-61, March 30, 2020

WASHINGTON — The Treasury Department and the Internal Revenue Service today announced that distribution of economic impact payments will begin in the next three weeks and will be distributed automatically, with no action required for most people. However, some taxpayers who typically do not file returns will need to submit a simple tax return to receive the economic impact payment.

Who is eligible for the economic impact payment?

Tax filers with adjusted gross income up to \$75,000 for individuals and up to \$150,000 for married couples filing joint returns will receive the full payment. For filers with income above those amounts, the payment amount is reduced by \$5 for each \$100 above the \$75,000/\$150,000 thresholds. Single filers with income exceeding \$99,000 and \$198,000 for joint filers with no children are not eligible. Social Security recipients and railroad retirees who are otherwise not required to file a tax return are also eligible and will not be required to file a return.

Eligible taxpayers who filed tax returns for either 2019 or 2018 will automatically receive an economic impact payment of up to \$1,200 for individuals or \$2,400 for married couples and up to \$500 for each qualifying child.

How will the IRS know where to send my payment?

The vast majority of people do not need to take any action. The IRS will calculate and automatically send the economic impact payment to those eligible.



For people who have already filed their 2019 tax returns, the IRS will use this information to calculate the payment amount. For those who have not yet filed their return for 2019, the IRS will use information from their 2018 tax filing to calculate the payment. The economic impact payment will be deposited directly into the same banking account reflected on the return filed.

The IRS does not have my direct deposit information. What can I do?

In the coming weeks, Treasury plans to develop a web-based portal for individuals to provide their banking information to the IRS online, so that individuals can receive payments immediately as opposed to checks in the mail.

I am not typically required to file a tax return. Can I still receive my payment?

Yes. The IRS will use the information on the Form SSA-1099 or Form RRB-1099 to generate Economic Impact Payments to recipients of benefits reflected in the Form SSA-1099 or Form RRB-1099 who are not required to file a tax return and did not file a return for 2018 or 2019. This includes senior citizens, Social Security recipients and railroad retirees who are not otherwise required to file a tax return.

Since the IRS would not have information regarding any dependents for these people, each person would receive \$1,200 per person, without the additional amount for any dependents at this time.

I have a tax filing obligation but have not filed my tax return for 2018 or 2019. Can I still receive an economic impact payment?

Yes. The IRS urges anyone with a tax filing obligation who has not yet filed a tax return for 2018 or 2019 to file as soon as they can to receive an economic impact payment. Taxpayers should include direct deposit banking information on the return.

I need to file a tax return. How long are the economic impact payments available?

For those concerned about visiting a tax professional or local community organization in person to get help with a tax return, these economic impact payments will be available throughout the rest of 2020.

Where can I get more information?

The IRS will post all key information on [IRS.gov/coronavirus](https://www.irs.gov/coronavirus) as soon as it becomes available.

The IRS has a reduced staff in many of its offices but remains committed to helping eligible individuals receive their payments expeditiously. Check for updated information on [IRS.gov/coronavirus](https://www.irs.gov/coronavirus) rather than calling IRS assistors who are helping process 2019 returns.