



## COVID-19 DV HOUSING FAQs

If you fear for your life, please call 911. If you are in a crisis and need assistance please call the DC Victim Hotline to speak with an advocate at 1-844-4HELPDC (1-844-443-5732).

### Question:

- **I received a shut-off notice for my utilities. Will my utilities be shut off during this time?**
  - **Answer:** On March 17<sup>th</sup>, the DC Council passed emergency legislation, the COVID-19 Response Emergency Amendment Act of 2020. As a result, the electric, gas and water companies cannot disconnect utilities for non-payment of a bill or fee during a public health emergency and for 15 calendar days after the emergency is declared over.

### Question:

- **I have an eviction hearing scheduled. What should I do?**
  - **Answer:** To address coronavirus concerns, DC Superior Court issued an order on March 16, 2020<sup>th</sup> stating that all non-priority matters scheduled before May 1, 2020 will be rescheduled and new dates will be set. This means that all evictions and foreclosures (as well as other court matters) on or before May 1<sup>st</sup> are stopped and court hearings for such matters like landlord tenant, debt collection, mortgage foreclosure, and housing court will be continued and parties should not come to court until you receive a new date. Consult <https://www.dccourts.gov/coronavirus> for more information.

### Question:

- **Can my landlord charge me late fees if my rent is late?**
  - **Answer:** On March 17<sup>th</sup>, the DC Council passed emergency legislation, the COVID-19 Response Emergency Amendment Act of 2020, as a result, landlords may not impose a late fee on a tenant during any month for which a public health emergency has been declared.

### Question:

- **Are DC homeless shelters still open during this emergency?**
  - **Answer:** Yes. Shelters are still operational. If you need transportation to a homeless shelter, please call (202) 399-7093 or 311.
  - DV shelters are open but most services have switched to call-in services only. For DV shelter and other services, please contact the DC Victim Hotline at 1-844-443-5732 or access the online chat at [www.DCvictim.org/chat](http://www.DCvictim.org/chat).

**Question:**

- **How will DHS determine eligibility during this time?**
  - **Answer:** The DC Council passed emergency legislation, the COVID-19 Response Emergency Amendment Act of 2020, which allows the Department of Human Services (DHS) to place families seeking shelter in a short-term shelter placement for 60 days, in the event DHS cannot determine a family's eligibility on the same day they seek services. It also allows the Mayor to extend the placement through the end of the public health emergency.

**Question:**

- **What will happen if my benefits expire during this public health emergency?**
  - **Answer:** DHS has stated in its COVID-19 status report that customers who receive SNAP, TANF, Medicaid, Alliance and other public benefits do not need to take any action to continue to receive benefits that would expire on March 31<sup>st</sup> or April 30. Please visit [dhs.dc.gov](https://dhs.dc.gov) if you are filing a new application or visit a Service Center.

On March 11, 2020, Mayor Muriel Bowser issued a state of emergency and a public health emergency to respond to COVID-19. This means that DC is changing the normal way of doing things to try and slow down the spread of the Coronavirus so less people get sick. We put together these frequently asked questions or FAQs to help you understand how things are working during this state of emergency. This information was put together on March 18<sup>th</sup>.

For the latest information on the District Government's response to COVID-19 (Coronavirus), please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).

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