



Denver Housing Authority COVID-19 Frequently Asked Questions (FAQ)

Frequently Asked Questions

Q. What are the office hours?

A. Effective Monday, March 16, and **until further notice**, all offices, Community Centers and meeting spaces of DHA are closed to the public. We encourage calling or sending email, regarding your questions. See the contact information page for more details.

Q. How do I submit my application packet or recertification documents?

A. All documents must be mailed to: **Denver Housing Authority, PO BOX 40305, Denver, CO 80204** (there are no drop off locations available)

Q. How do I submit my rent payment?

A. Rent payments should be made by mail to PO BOX 5488, Denver, CO 80217-5488

Q. I live in Public Housing and have a maintenance emergency, who do I call?

A. Please report all work requests, during business hours, to your Property Management office. If it's after-hours, call 303-623-5502

Q. I need a landlord packet for a new lease/schedule an HCV inspection?

A. Please email the HCV department at section8@denverhousing.org or call **720-932-3030**

Q. I questions regarding my housing recertification/rent?

A. Please contact your property management office directly via phone or email: HousingManagement@denverhousing.org

Please click on the other information pages regarding our COVID-19 Action Plan for detailed information regarding Public Housing & Applications, Housing Choice Voucher Program, Procurement (Vendor and Contractor information) and additional resources & instructions regarding Social Distancing, Staying Healthy and local links to keep you informed. We will continue to update with FAQ's and information, to all platforms.

Social Media:

Please visit DHA's social media accounts for information, [Facebook](#) [Twitter](#) or [Instagram](#).

Information Lines:

1. All are encouraged to call DHA's Community Hotline at **720-932-3240** for the latest information.
2. HCV Program information (**current participants and landlords**): **720-932-3030**
3. Email questions to: covid@denverhousing.org.
4. **COVID-19 Hotline:** 1-877-570-9779
5. **Text for Updates:** Text COSAGOV to 55000 to receive text message updates

Below are Denver websites available for additional and local information:

[Denver Health and Hospitals](#)

[Denver Public Health Department](#)

[Colorado Department of Public Health & Environment](#)

National and state Public health officials are readily available and sharing information often. For more information go to [Centers for Disease Control and Prevention \(CDC\)](#). Additional measures to reduce the spread of COVID-19 are outlined by the CDC [HERE](#).



Mail All Application Packets and Re-certifications to:

Denver Housing Authority
PO BOX 40305
Denver, CO 80204

INFORMATION LINE: 720-932-3240