

Income FAQ

Please see below about how to report your income as it relates to COVID-19.

I was working but my job closed due to COVID-19. I will not be receiving any pay while not working. I need my income removed. What do I do?

Based on Federal Regulation, MHA has to follow a Hierarchy of Income to determine if your income can be removed or reduced. Do you have proof you will not be receiving a paycheck until you go back to work?

Yes

No

Please submit the verification with the Notice of Household Change Form (4610) via email to your Housing Specialist or fax @ 770.419.3232. This will provide you proof of submission. Your Housing Specialist will review and contact you when the change is completed.

MHA cannot process removing income without verification. Once you receive verification, then we will review and process accordingly.

My Supervisor told me that I wouldn't receive any pay, how can I report if they didn't give me anything.

You have 2 options. You can (1) Wait until you receive your stub indicating that there was no income earned during that pay period or (2) Fill out the Notice of Household Change Form and provide your Supervisor's Email so that your Housing Specialist can send a written Employment Verification. If your employer does not respond to the written form within 2 weeks, then your Housing Specialist will attempt to get a verbal Employment Verification. If after 5 business days, the verbal verification has failed, then at that point your Housing Specialist will email you the self-certification of income form. Once you submit that form, your Housing Specialist will adjust your income accordingly.