

Public Housing Frequently Asked Questions

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

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 55 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 if I need to speak to my property manager about an issue?

- Our management office is closed to the public; however we will have staff on site to address your concerns via telephone or email.

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

- All income changes may be submitted or requested by email or phone.
 - Deloris Bruton dbruton@chasc.org or 803.376.6119
 - Gloria Warner gwarner@chasc.org or 803.865.0241
 - Bobby Brown bbrown@chasc.org or 803.376.6127
 - Connie Tucker ctucker@chasc.org or 803.376.6121

4. How do I pay my rent?

- Please continue to pay online at <https://columbiahousing.securepayments.cardpointe.com/pay> or use the drop box located at 1917 Harden Street next to the flag pole.

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

- All recertification paper work will be processed by mail.

6. What if I have paperwork to return?

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

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

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

8. Will deliveries be allowed?

- Mass prepared food deliveries from community partners are being postponed until further notice.

9. Are visitors still allowed at the high-rises?

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

10. What number do I call for a work order

- Please call 803. 251.2747 for all work order request.

11. 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.