HOW TO COMMUNICATE WITH HACA STAFF WHILE THE OFFICE IS CLOSED TO THE PUBLIC

**CALL HACA**
510.538.8876
LISTEN CAREFULLY TO THE INSTRUCTIONS TO CONNECT TO THE RIGHT DEPARTMENT AND/OR EXTENSION.

**MAIL YOUR DOCUMENTS**
HACA
22941 ATHERTON ST
HAYWARD, CA 94541

**USE THE DROPBOX**
YOU CAN PLACE YOUR DOCUMENTS IN THE DROP BOX LOCATED ON THE WALL TO THE RIGHT OF THE LOBBY FRONT DOORS

**SEND AN EMAIL TO OUR TEAMS**
SEE "EMAIL OUR TEAMS" INFORMATION ON THE NEXT PAGE.

Para asistencia en español llame (510) 727-8578.
برای کمک در تماس فارسی (015) 727-8547
Để được hỗ trợ bằng tiếng Việt (510) 727-8584.
EMAIL OUR TEAMS

TENANT TEAM
tenantteam@haca.net
- Requests to port out
- Tenant concerns regarding rent amounts, unit, or landlord
- Tenant request for an inspection due to unsafe/hazardous conditions
- Tenant questions about HACA policy

LANDLORD TEAM
landlordteam@haca.net
- Landlord rent increases and inquiries
- For landlord inquiries about tenant matters that are NOT related to tenants moving into or out of your unit

PORTABILITY TEAM
portabilityteam@haca.net
- Incoming portability packets to submit to HACA for tenants moving into HACA's jurisdiction
- You initiated the process and/or you are already in the process of porting-in or porting-out and you have questions

REQUESTS FOR INTERIM RE-EXAMINATIONS
To request an Interim Re-examination due to loss of income, loss of job, change in household composition, increase in medical expenses, etc. send an email directly to your ELIGIBILITY TECHNIICAN (ET). If you don't know who your ET is, send your email to: csc@haca.net

MOVING TEAM
movingteam@haca.net
- Rent increase
- Tenant requests to move within HACA's jurisdiction
- Tenant and/or Landlord questions related to moving from one unit to another

For all other inquiries email: hacai@haca.net