

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 TECHNICIAN (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