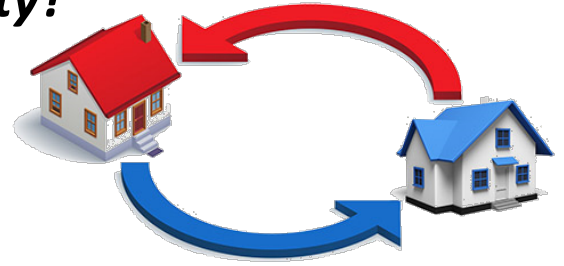


# **TRANSFERRING TO Alameda County?**

## **We call this process “Portability”**



### **Things you need to know...**

- ✓ **This Housing Authority serves the following cities in Alameda County:**  
Albany, Emeryville, Castro Valley, Dublin, Fremont, Hayward, Pleasanton, San Leandro, San Lorenzo, Union city and unincorporated areas of these cities.
- ✓ **The Housing Authority will process your portability packet in the order it is received.** If you have household composition or income changes, process them with your current Housing Authority and have the changes included in your portability packet. *It is important that your family’s income and composition are current before moving into a new unit.*
- ✓ **HACA has 3 options for receiving your portability information:**
  1. **Mail** - Your Housing Authority can mail your portability packet to the address below.
  2. **Hand-Carry** - You may hand-carry the packet to our office. The packet must be in a sealed envelope from your Housing Authority. We have a 24-hour secured drop box available.
  3. **Email** - Portability packets may be emailed to [portabilityteam@haca.net](mailto:portabilityteam@haca.net)
- ✓ **Attend your Portability Intake Appointment.** HACA staff will contact you within 3 business days of receiving your portability packet to schedule your family for an Intake appointment, either in-person or over the phone. Expect for this appointment to last about 1 hour. ALL adults in the household must attend this appointment.

Visit our website, [www.haca.net](http://www.haca.net), for information about our current billing or absorbing status, our Benefit Payment Standards, and contact information for other Housing Authorities.

*If you or one of your family members is a person with a verifiable disability you may at any time during the transfer process, request a Reasonable Accommodation if you require a change, exception or adjustment to a Housing Authority of the County of Alameda rule, policy, practice, or service to take full advantage of our programs or services.*



January 2023

### **Portability Contact Information**

Housing Authority of the County of Alameda  
22941 Atherton Street  
Hayward, CA 94541

Portability Scheduling Staff:	(510) 727-8528
Portability Fax #:	(510) 537-8236
TDD:	(510) 727-8551
Website:	<a href="http://www.haca.net">www.haca.net</a>