



## Who and How to Contact

### The Housing Authority of the County of Santa Cruz

2931 Mission Street, Santa Cruz, CA 95060

[www.hacosantacruz.org](http://www.hacosantacruz.org)

**Call Center Hours:** Monday through Thursday from 8:00 to 4:30 PM and Fridays from 8:00 to 12:00 PM.

**Business Hours:** The Housing Authority office is open Monday through Thursday from 8:00 to 5:00 PM. The office is closed to the public on Fridays.

**Main Fax Number:** 831-469-3712

**Property Management Fax Number:** 831-469-0136

Department	Description	Direct Call Center Phone Numbers
<b>Waiting List</b>	<p>You may call this direct waiting list number for all inquiries, general questions or to check for waiting list status.</p> <p>All mailing address changes must be reported in writing. You may complete and submit a Waiting List Status form to report changes.</p> <p>You may submit all waiting list reinstatement requests to the attention of the Wait List Department.</p>	<b>831-454-5950</b>
<b>Landlords</b>	<p>The Housing Authority is making it easier for landlords to get assistance with paperwork or to answer questions associated with the Housing Choice Voucher Program (Section 8)! Listed below are several ways for landlords to access the Housing Authority.</p> <p><u>Walk in hours:</u> We now offer walk in office hours for landlords Monday – Thursday from 8:30am to 3:00pm. Landlords can bring in their paperwork and receive one-on-one assistance. Or, landlords may set up a specific time for an appointment by calling the landlord number on the right.</p> <p><u>Landlord email address:</u> Landlords may email questions directly to the Property Management Department at <a href="mailto:pmemail@hacosantacruz.org">pmemail@hacosantacruz.org</a>. Please do not send confidential information (such as names, SSNs or addresses) via email. However, general questions can be asked by email, and Property Management Department will answer your question by phone or email within one business day.</p> <p><u>Direct fax line:</u> For landlords that prefer to fax paperwork in, we have set up a direct fax line that will get documents to the Property Management Department. Landlords may fax documents to 831-469-0136.</p>	<b>831-454-9455 Ext. 357</b>

	<p><u>Direct phone line:</u> Additionally, landlords may call the landlord phone line at 831-454-9455 Ext. 357 to get any questions answered or follow up on any open matters. All calls to this phone line will be returned the same day.</p>	
<p><b>Property Management &amp; Intake Unit</b></p>	<p>You may call this direct number for all inquiries regarding initial eligibility applications, Briefing dates/times, Request for Tenancy Addendums, Inspections, Contracts, Leases, etc.</p>	<p><b>831-454-5977</b></p>
<p><b>Eligibility &amp; Occupancy</b></p>	<p>For inquiries regarding annual recertifications, interim changes or questions related to rent increase notices, please contact the Eligibility &amp; Occupancy Dept.</p> <p>Please use the Income Change Report form to report any income changes.</p> <p>Before anyone can be added to the household, you must submit a completed Application to Add New Members to the Household. New household members may <b>not</b> move in to the assisted unit until you receive notification from the Housing Authority that approval has been granted.</p>	<p><b>831-454-5955</b></p>
<p><b>Reasonable Accommodation (RA)</b></p>	<p>Please use the following forms to make a special request for a person with disabilities. Make requests as early as possible, and be specific about what you are requesting. Ensure that health care providers, case managers and/or social workers are aware of your needs and knows that the Housing Authority will be sending a verification form to his/her office.</p> <p>Request for a Live-In Aide form *Request must be approved, in writing, prior to move-in of live-in aide</p> <p>Request for Reasonable Accommodation form *Use this form for any special needs requests other than live-in aide or renting from a relative.</p> <p>Request for Housing Choice Voucher Tenant to Rent from Relative *HUD regulations do not allow a Section 8 tenant to rent from a relative. Exceptions may be granted in rare cases as a reasonable accommodation.</p>	<p><b>Check website for Request Forms</b></p> <p><b>For questions related to RA, or to have forms sent to you, please call 831-454-9455 ext 317</b></p>