



SFHA | SAN FRANCISCO
HOUSING AUTHORITY

September 30, 2019

Dear HCV Participant/or Property Owner,

On March 7, 2019, HUD informed the San Francisco Housing Authority (SFHA) that it was in default under its Housing Choice Voucher (HCV) Consolidated Annual Contributions Contract and its Low Rent Public Housing (LRPH) Consolidated Annual Contributions Contract. Accordingly, HUD determined that it is in the best interest of San Francisco's public housing families to allow us to cure the default by having the City and County of San Francisco assume responsibility for our essential functions and outsourcing programmatic and financial administration of the HCV and LRPH programs to third-party contractors.

This is why we are contracting with Nan McKay and Associates, Inc., (NMA) to administer the daily operations of the HCV program, formerly known as Section 8, starting on October 1, 2019.

Your housing services are not affected by this change. We will continue to provide you with excellent customer service. For assistance by phone, please continue to call 415-715-5200, Monday through Friday, 8 AM to 5 PM. To ensure timely responses to all of our customers, we now require all inquiries to be routed through our main customer service number above. Customers will no longer contact individual eligibility workers.

In addition, you may contact our new Customer Service Team by e-mail (CustomerCare@sfha.org) at any time. Please allow at least two days for a response.

We will be launching a fully redesigned, user-friendly website at sfha.org in the coming months, which will include self-service portals designed to allow you to interact with the HCV program on your own schedule. Through these portals you will be able to request an interim, complete your recertification, check the status of a move or hearing, and much more without having to come our office for assistance.

Thank you for your continued participation in the SFHA HCV program. We value your partnership and look forward to working with you as we make these improvements.

Sincerely,

San Francisco Housing Authority Housing Choice Voucher Department